

CONTINUING EDUCATION

PURCHASING AND REFUND POLICY Effective September 1, 2020

CLASSROOM OR WEBINAR TRAINING

Cancellation by the OACIQ

Should the OACIQ cancel a training activity, it could be postponed to a later date free of charge. If the proposed date is not suitable for a participant or if there is no postponement expected, the registration fee will be fully refunded.

The OACIQ undertakes to make every possible effort not to cancel a training activity. However, a minimum number of participants is required to hold a training activity. Therefore, the Organization reserves the right to cancel a training activity or postpone it. In such cases, the OACIQ will contact the registered participants as soon as possible.

Cancellation by participant

- Cancellation one day prior to the training or before: 75% of the registration fee will be refunded.
- Cancellation on the day of training: No refund will be issued.

Postponement

A postponement is considered as a cancellation followed by a re-registration. Therefore, the terms and conditions of this policy apply.

Absence of a participant

If a participant fails to attend a training activity for which he is registered, no refund will be issued. Consequently, the participant will have to re-register for the same training and pay the registration fee again.

SELF-TRAINING (ONLINE TRAINING)

Self-training activities are considered firm sales. They are not refundable or transferable.