

**Transforming Learning,  
Revolutionizing Healthcare**

## CFD Website Terms and Conditions

### Paid Event Policy

#### Register Early

Registrations are accepted on a first-come, first-served basis for all events (workshops, programs, conferences, etc.) with a limited capacity. Specific events may have designated spaces for registered program participants or CFD members.

#### Payment

Payment for all events must be received in full at the time of registration if paying via credit card through the website. If a registrant's credit card payment is not processed successfully at the time of registration, the registrant will be re-issued an invoice and new payment due date. If payment is not received by that date, registration will be cancelled to ensure access to other participants. If space remains available, the individual is able to re-register and complete the payment.

If payment is being made via cheque, the CFD will indicate a payment deadline. If the payment is not received by that date, registration will be cancelled to ensure access to other participants. If space remains available, the individual is able to re-register and complete the payment.

If you have any questions regarding payment, please contact [cfid@smh.ca](mailto:cfid@smh.ca).

For the upcoming 2022-2023 academic year, please review the registration costs associated with events. Some will continue to remain open to all as free events (e.g., BPER), and others will require CFD membership or payment to register and access (e.g., workshops).

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### Cancellations and Refund Policy

#### Workshops

Refunds will not be issued for cancellations made by the registrant. If a registrant cancels a registration, a credit (with a value of equal amount) will be issued, which can be used to register for a future workshop within one calendar year of the original workshop date.

Cancellation requests must be made no later than five business days before the workshop date to receive a credit. Cancellation requests issued within five business days will not be provided with a credit and will forfeit the registration fee. Registration is non-transferable. Exceptions are determined on a case-by-case basis (please contact [cfid@smh.ca](mailto:cfid@smh.ca)).

#### Conferences

Due to high demand, all cancellations must be requested two weeks before the conference start date to receive a full refund. Please note that a \$50 administrative fee is non-refundable. If a cancellation is requested within two weeks of the conference start date, the participant forfeits all fees paid. Exceptions are determined on a case-by-case basis (please contact [cfid@smh.ca](mailto:cfid@smh.ca)).

#### Programs

Due to high program demand, all short course programs (programs that are less than one month in duration) cancellations must be requested at least two weeks before the program start date to receive a full refund. All longitudinal program (programs that are greater than one month in duration) cancellations must be requested at least two months before the program start date to receive a full refund. Please note that the \$50 administrative fee is non-refundable. If a cancellation is requested within two months of the longitudinal program start date, the participant forfeits all fees paid. Exceptions are determined on a case-by-case basis. See below for payment information specific to the NEAL program.

#### NEAL

The CFD will retain a processing fee of \$350 for registrants who withdraw from the NEAL program up to one month before the program start date and a processing fee of \$1,000 for registrants who withdraw from the program within one month of the program start date. Exceptions are determined on a case-by-case basis, in consultation with the program lead and coordinator. No refunds will be issued should a cancellation occur after the program start date. Refund requests must be received by email at [cfid@smh.ca](mailto:cfid@smh.ca).

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### **Event Cancellation by the CFD**

The CFD reserves the right to cancel any program, workshop, or event due to low registration or circumstances beyond the CFD's control. In the unlikely event of a cancellation, registrants will be notified and offered the option to switch to an alternative program, workshop, or event (if applicable) or receive a full refund. The CFD is not liable for any losses, damages, or other expenses that cancellations may cause.

### **Policy Amendments**

The CFD will review and possibly amend this document periodically. The most up-to-date version will always be available on this website.

### **Effective Date**

The effective date for all terms and conditions outlined in this document is April 22, 2022.

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