

<b>Title:</b> Virtual Programs - Registration Cancellation & Refund Policy	<b>Category:</b> ED-2
<b>Type:</b> Education	<b>Approved:</b> April 28, 2021 <b>Revised:</b>
<b>Review Frequency:</b> Every two years	<b>When:</b> 2023

## Intent

The purpose of this policy is to provide a clear and consistent framework for handling situations where a participant cancels their virtual program registration in a fair, consistent, and transparent manner.

## Requirements

1. Cancellation of virtual education program registrations paid online:
  - a. registrations cancelled BEFORE the link to the program content is sent will be issued a 100% refund,
  - b. registrations cancelled within 2 business days AFTER the link to the program content is sent will be issued a 50% refund,
  - c. registrations cancelled more than 2 business days AFTER the link to the program content is sent will not be issued a refund.
  
2. Cancellation of virtual school program registrations paid by invoice by a school or school division:
  - a. registrations cancelled BEFORE the link to the program content is sent to the registering teacher will not be charged for the cost of the program,
  - b. registrations cancelled within 2 business days AFTER the link to the program content is sent will be charged for 50% of the listed program cost,
  - c. registrations cancelled more than 2 business days AFTER the link to the program content is sent will be charged 100% of the listed program cost.
  
3. This policy will be available to potential virtual program participants at the time of registration.