



WATERLOO REGION LAW ASSOCIATION POLICY STATEMENT

Chapter:	General	Date Created:	January 27, 2020
Section:	Continuing Professional Development		
Subject:	Cancellation Policy		

POLICY

The Waterloo Region Law Association (WRLA) hosts continuing professional development (CPD) programs and events throughout the year for the benefit of Members. These CPDs and events require registration and, from time to time, the WRLA charges a fee for registration. To help ensure that WRLA Members can optimize their benefit from the CPD programs and events, the WRLA has established this policy to provide direction when a participant who has registered for WRLA programs and events seeks to cancel such registration. Members wishing to cancel their registration to a program or event must adhere to the procedure outlined below.

Subject to section 2 herein, this policy does not apply to events that are not organized by the WRLA. Where the program or event hosted by the WRLA is being organized by a third party organization, the cancellation/refund policy of the organizer shall supersede this policy and shall apply to such program or event.

PROCEDURE

1. WRLA Events and CPD

- Members are not considered registered until payment is received.
- Cancellation requests must be received via email no later than the date set out in the registration form for the event (the "Cancellation Date") to receive a full refund. Any cancellation requests received after the Cancellation Date will not be processed and no refund is available; however, you may send another person in your place.
- All refunds for payments made carry an administrative fee of 5% will be applied to all cancellations.
- No refund will be available once materials have been sent out to the participants.

- If payment was made by Visa or Mastercard the refund will be to credit card used for the original purchase. Any payments made by cash, cheque or e-transfer will be refunded by cheque made payable to the registrant.

2. Group Registrations For LSO, OBA and Other Organizations

From time to time, the WRLA organizes a group for registrations for CPD programs organized by third parties.

- Payment must be received in full prior to the registration closing date.
- There shall be no cancellations once registration is completed with the third party.
- If the WRLA has not received your payment prior to the registration deadline you will not be registered for the CPD through the WRLA, and therefore, you will not be eligible for the group discount.

Notwithstanding the above, however, the Executive Director retains sole discretion to extend refunds in excess of the above when, in the Executive Director's sole discretion, extenuating circumstances support such greater refund.