



Faculty of Medicine

Refund and Cancellation Policy and Procedures

Office of Accountability:	Office of Professional Development
Office of Administrative Responsibility:	Associate Dean of Educational Development
Approver:	PD Council
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Definitions

Office of Professional Development (OPD)	An accredited provider of university Continuing Professional Development (CPD) for healthcare professionals. As a service unit within the Faculty of Medicine at Memorial University, the office also supports the professional development of faculty and physicians within Newfoundland and Labrador.
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Overview

The Office of Professional Development (OPD) strives to provide Continuing Professional Development (CPD) programs that are of excellent value to all participants. As a partially funded office of the University, OPD collects a combination of user payments and, where possible, external funding to cover the costs associated with program operations. Occasionally, unforeseen circumstances arise making it necessary for the OPD to cancel one of their programs. Similarly, the OPD understands that in some circumstances, a program registrant may have to cancel their registration for an OPD program.

Purpose

To outline the terms and conditions in place should the OPD cancel one of their programs or a participant cancels their registration for an OPD program.



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Scope

This policy applies to OPD program planners and to any registrants of an OPD program.

Policy

1.0 Cancellation of an OPD Program

- 1.1 The OPD reserves the right to cancel any program as specified in the program registration form.
- 1.2 Generally, registrants will be notified of a program cancellation ten (10) to twenty (20) days prior to the scheduled start date of the program.
- 1.3 Each registrant will be provided a full refund.
- 1.4 Memorial University of Newfoundland is not responsible for any additional costs including, but not limited to, non-refundable airline or hotel penalties.

2.0 Registrant Withdrawal from an OPD Program

- 2.1 A program registrant wishing to cancel their registration for an OPD program must provide the OPD with a written notice of their intent to withdraw from the OPD program.
- 2.2 Before the refund cut-off date listed in the program registration form:
 - 2.2.1 The registration fee will be refunded, in full.
- 2.3 After the refund cut-off date listed on the program registration form:
 - 2.3.1 25% of the registration fee will be retained by the OPD and the remaining amount will be refunded to the registrant.
- 2.4 After the program has commenced:
 - 2.4.1 No refunds will be issued.



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Procedure

A.0 Obtaining a Refund

- A.1 Registrant submits a written notice of their intent to withdraw from an OPD program to the OPD office as soon as possible by fax: (709) 777-6032; or e-mail: pdmed@mun.ca. Inquiries can be made at (709) 864-3358.
- A.2 A refund is processed in the same manner in which the program payment was made (e.g. a credit will be provided to a VISA or MasterCard if the program was paid for by credit card; MUN will issue a cheque if the program was paid for by cheque or money order).