



Policy Number: PD2.0

Policy Name: Professional Development Pricing, Cancellation and Refunds

Effective Date: June 13, 2025

Purpose

The purpose of this policy is to provide guidance on the pricing, cancellation and refund structure for APEGS-provided, fee-based professional development events. APEGS offers professional development opportunities for its members in a variety of forms, including conferences, workshops, webinars and enterprise information sessions.

Pricing Structure

While professional development events aim to be revenue-neutral, APEGS reserves the right to subsidize events to enhance accessibility for the members.

Cancellation Conditions

Written Notice: Cancellation requests must be submitted in writing (i.e. email) to APEGS.

No-show: Attendees who fail to attend the event without providing prior written notice to APEGS will forfeit their eligibility for a refund.

Force Majeure: In the event of unforeseen circumstances (e.g., natural disasters, pandemics), APEGS reserves the right to cancel or reschedule the event. Attendees will be offered a full refund or the option to transfer their registration to the rescheduled event.

Cancellation Timeline and Refunds:

| Condition | Refund Type |
|---|-------------|
| Written notice received within 24 hours of registration | Full refund |
| Written notice received within 30 days from event | Full refund |
| Written notice received within 15-29 days from event | 50% refund |
| Cancellations made within 14 days from event | No refund |

Refunds: Refunds will be processed once eligibility is confirmed.

Extenuating Circumstances: If a member is unable to attend due to extenuating circumstances, refund requests may be evaluated at the Registrar's discretion.

Review and Monitoring

The Director of Professional Standards, in consultation with the Professional Development Committee, will review this policy at a minimum of every five years and recommend any changes to Council.

Policy History

Council Motion: 25-053 Date of Motion: June 13, 2025

Reason for change: Update to align with the organization's revised pricing and event management

strategies.

Council Motion: 22-053:B Date of Motion: June 16, 2022

Reason for change: Additions to cover two situations: refunds for virtual events which are often low cost

(under \$50), cancelling within 24 hours of registering.

Council Motion: 20-019:A

Date of Motion: February 7, 2020

Reason for change: Amended to include the text "per registrant" at the end of the sentence, "These

cancellations will result in a full refund, less a \$50 administrative fee".

Council Motion: 19-058:A Date of Motion: April 5, 2019 Reason for change: Original Policy.