



The Canadian Association of Critical Care Nurses

Policy Statement

CACCN Membership Refund

The Canadian Association of Critical Care Nurses provides the following policy regarding refunds of CACCN Membership Fees and Conference Tuition Fees.

CACCN Membership Fees

The Canadian Association of Critical Care Nurses may issue a refund of Membership Fees as follows:

1. to nurses who indicate they have joined the incorrect association, if notified in writing to CACCN National Office via Canada Post or electronic mail, within 30 days of the membership being processed.
2. Payment will be issued by cheque regardless of the manner in which the membership was paid.

Continuous Renewal of Membership Fees

1. CACCN provides notification of continuous renewal a minimum of 45 days prior to the renewal date via correspondence through Canada Post
 2. Members must advise National Office by the 15th day of the month of renewal should they not wish to renew by continuous renewal
 3. Refund of membership fees is not provided if notification is not received prior to required date.
 4. Refer to the Continuous Renewal Policy for additional information.
-

Dynamics Conference Tuition Fees

Refund Criteria

The Canadian Association of Critical Care Nurses will issue a refund of tuition fees based on the following criteria:

- Cancellations will only be accepted in writing
- Cancellation must be sent via:
 - Mail to Dynamics, P. O. Box # 25322, London, ON, N6A 6B1 or
 - Fax to 519-649-1458 or Email to caccn@caccn.ca.

- CACCN / Dynamics will not be responsible for requests for refunds that do not reach the CACCN National Office.
- An administration/cancellation fee (determined at the discretion of the CACCN) will be withheld from the full value of the registration fees where written notice of cancellation is received prior to the final deadline date for conference registration.
- No refunds will be issued after the final conference deadline,
- Cancellation consideration for extenuating circumstances may be requested.
- Special / Social Event Tickets, once purchased, are non-refundable after the final registration date.
- Refunds meeting the criteria will not be issued until after the conference concludes and will be issued by cheque / regular mail regardless of the method of original payment.
- In the event of cancellation of Dynamics, CACCN/Dynamics will only be responsible for the refund of tuition fees only.

Refund Policy Information

The annual Dynamics conference brochure, CACCN website and online conference registration, will contain the following cancellation notification.

- *Cancellations of conference registration will only be accepted in writing and must be sent via mail to Dynamics, P. O. Box # 25322, London, ON, N6A 6B1 or fax to 519-649-1458 or email to caccn@caccn.ca.*
- *CACCN / Dynamics will not be responsible for refund requests that do not reach CACCN National Office by the cancellation date.*

Refund Prior to final deadline:

- *An administration/cancellation fee determined at the discretion of the CACCN will be withheld from the full value of the registration fees if written notice of cancellation is received prior to (final registration date).*

Refund after final deadline:

- *No refunds will be issued after (final registration date).*
- *The Chief Operating Officer will consider refund requests after the final conference day based on extenuating circumstances (refer to CACCN Policy Refund Exceptions)*
- *Refunds meeting the refund guidelines/criteria will be issued within 30 days following the close of the conference*
- *All refunds will be issued by cheque via regular mail regardless of the method of original payment.*
- *In the event of cancellation of Dynamics, CACCN/Dynamics will only be responsible for the refund of tuition fees only.*

Refund Exceptions

The Chief Operating Officer will consider refund requests after the final conference registration deadline for **extenuating circumstances only**.

- Requests for refund consideration must be received by CACCN National Office with supporting documentation (if requested) within **45 days** of the end date of the conference.
 - Supporting documentation may include the provision of information (i.e. medical note) to support inability to travel on the conference dates.
- A cancellation fee equal to a minimum of 50% will be applied to any refund provided.

Approved by the CACCN Board of Directors

March 10, 2017