



Faculty of Medicine

Refund and Cancellation Policy and Procedures

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

Office of Professional & Educational Development (OPED)	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 & Educational Development (OPED) strives to provide Continuing Professional Development (CPD) programs that are of excellent value to all participants. As a partially funded office of the University, OPED 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 OPED to cancel one of their programs. Similarly, the OPED understands that in some circumstances, a program registrant may have to cancel their registration for an OPED program.

Purpose

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

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Scope

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

Policy

1.0 Cancellation of an OPED Program

- 1.1 The OPED 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 five (5) to ten (10) business 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 OPED program must provide the OPED with a written notice of their intent to withdraw from the OPED 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 OPED 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 OPED program to the OPED office as soon as possible by e- mail: pdmed@mun.ca. Inquiries can be made at (709) 864-3358.

A.2 A credit card refund will be processed.