

Professional Development Event Refund Policy

- If OSOT cancels the event, a full refund will be issued to all individuals/groups. OSOT endeavours to process all refunds within 30 days of cancellation. Should you not receive your funds within this timeframe please [contact us](#).
- If OSOT reschedules the event, paid registration fees will be transferred to the new date, or individuals/groups can request a full refund.
- Individual/group refund requests **must be received in writing** to: osot@osot.on.ca

Virtual	In-Person
<ul style="list-style-type: none"> • If the event is recorded and the participant would like access to the recording no refund is issued. • If the event is not recorded, or the participant does not wish to access the recording, the following applies: • Workshops: <ul style="list-style-type: none"> ○ Request received 14 business days prior to the event, refund amount = amount paid, minus a \$25 administrative fee. ○ Request received between 7 and 13 business days prior to the event, refund amount = amount paid, minus a \$50 administrative fee. ○ No refund issued for request received 6 business days or less prior to the event. • Webinars: refund issued if request received 7 business days prior to the event. <ul style="list-style-type: none"> ○ Individual registration refund amount = amount paid, minus a \$10 administrative fee. ○ Group registration refund amount = amount paid minus a \$30 administrative fee per group member. ○ Individual registration as part of a group refund amount = amount of the individual rate less a \$30 administrative fee. Individual rates refer to member type and time of booking and can vary depending on the event. 	<ul style="list-style-type: none"> • Request received 14 business days prior to the event, refund amount = amount paid, minus a \$50 administrative fee. • Request received between 7 and 13 business days prior to the event, refund amount = 50% of amount paid. • No refund issued for request received 6 business days or less prior to the event. • Refund request received due to medical reasons assessed on a case-by-case basis.