



BCCDA Refund Policy

The following Refund Policy applies to all paid BCCDA Membership Services, including Student, Individual, and Agency Memberships, Certification and Workshop Fees, and Conference/Events Registrations. All Memberships are bound by the Terms and Conditions.

IMPORTANT NOTE: Membership Fees will not be refunded if the Membership has been canceled due to a violation of the [Terms and Conditions](#).

Monthly Renewing Subscriptions

Monthly Memberships are no longer available and all memberships are on a per annual basis.

Annual Memberships

Annual memberships may be cancelled within thirty (30) days of initial registration and the amount paid to BCCDA for this membership will be refunded in full minus a fee of 5% to cover the cost of staff and processing service charges. BCCDA will terminate the membership at the time of refund.

Annual Memberships can be cancelled more than thirty (30) days after initial registration, or more than thirty (30) days after the payment date; however, BCCDA will not provide refunds under these circumstances.

Registration Cancellation and Refund Policy

Refunds will be issued to written requests for cancellation received no later than 2 weeks previous to the closure of online registration. Refunds will be processed according to the following procedure:

- Requests must be received in writing via e-mail to info@bccda.org.
- Registration fees, minus \$50 (including HST) fee to cover the cost of staff and processing service charges, will be returned to the registrant.
- Refunds will be processed in the same manner in which payment was made (a credit provided to VISA or MASTERCARD or a cheque issued by CMA will arrive via mail)* Please note it may take up to four weeks for cheques to arrive.

Refunds will NOT be issued for:

- Cancellations received less than 2 weeks in advance of online registration closing.
- Individuals who do not attend the event.
- Substitution of registrants WILL be allowed in lieu of cancellation if BCCDA is notified in writing two weeks prior to the conference opening day.

Certification Refund Policy

Certification fees are not transferable or refundable once the committee has started the review process of the application submitted.

Modification

BCCDA reserves the right to revise the terms of this Refund Policy. Any changes made will apply to all memberships created or renewed after the date such change was implemented.