



POLICY FOR:

Symposium Fees Reimbursement

PURPOSE

To provide a process for any remunerations of registration fees for annual InformOntario Symposium **UPON REQUEST**, and accommodation refunds if necessary and appropriate.

ELIGIBILITY

The InformOntario annual Symposium operates on a modest budget. It is anticipated that all registrations are submitted with the intention by the participant(s) to attend the event. For in-person events, any accommodations and food service arrangements are based on registration numbers.

No refunds will be provided based on non-attendance unless the reason for absence meets our **Exceptions Criteria**.

EXCEPTIONS CRITERIA

1. Registration Reimbursements

Reimbursements of registration fees must be requested in writing (via email) within 5 days prior to the event, and are reviewed on a case-by-case basis.

a) In-Person events: Fees

Extenuating circumstances which are eligible for a refund include:

- Participant under doctor's orders to curtail activities due to illness, accident or other unforeseen event
- Illness or death of a family member
- Participant on strike

Any reimbursements are subject to an administration fee of 20% of the registration fee (eg \$50 is 20% of a registration fee of \$250, so refund amount is \$200).

b) In-Person events: Accommodations

InformOntario manages the registration of accommodations for interested participants. Any accommodations arranged independently is the responsibility of the participant. Any possible reimbursements will be based on the cancellation policy of the accommodations provider.

- If InformOntario is **charged** for unused reserved accommodations, then the participant does NOT receive reimbursement.
- If InformOntario is not charged for the cancelled accommodations, then the participant can be reimbursed the full amount, minus any administrative fees by the provider.

c) Virtual events: When the annual Symposium is virtual event, then the event software application will allow participants to watch workshops after the event (up to 6 months). Due to this flexibility regarding access to the Symposium presentations, the Exceptions Criteria does not apply (no refund for non-attendance).

NOTIFICATION PROCESS

Information about the refund policy is posted on the InformOntario website, as well as linked to the registration form.