



OTTIAQ Cancellation and Refund Policy

1. INTRODUCTION

As part of its mandate, the Order offers various paid events, specifically continuing education courses, the annual conference, the New Year's cocktail and International Translation Day. Both members and non-members are invited to and can register for these events. The Order incurs administrative fees for organizing and administering these activities. These fees increase if a participant cancels, particularly if the cancellation is subject to a refund, which requires processing. The purpose of this policy is to establish the administrative fees that the Order charges to minimize its losses with regard to participant cancellations.

2. TERMINOLOGY

Order: Ordre des traducteurs, terminologues et interprètes agréés du Québec (OTTIAQ).

3. POLICY STATEMENT

The purpose of this policy is to establish the rules for refunds if a member or non-member cancels their registration for a paid event organized by the Order. As a general rule, registrations are transferable at any time to another person (belonging to the same category). In the event that a registration is transferred to a person belonging to another category (for example, from a member to a non-member), the price difference is charged to the person to whom the registration is transferred.

If the cancellation is at least 16 days before the event, the full registration fee may be deferred to another event (annual conference, New Year's cocktail, in-class or online training, etc.). If the registration is not transferred or deferred, a 75% refund shall be offered if the cancellation is at least 16 days before the event. No refund is offered if the registration is cancelled less than 16 days before the event.

When a refund is granted, it is generally made according to the method of payment. The amount is credited to the credit or debit card account, or a cheque is mailed.

The following table sets out the cancellation rules for each type of event:



EVENT	REFUND AND TRANSFERABILITY
In-class training	<p>Up to 16 days before the in-class training, the registration may be transferred to another member or non-member, as long as any difference in price is paid, if applicable (for example, in the case of a transfer from a member to a non-member).</p> <p>The full registration fee can be deferred to another in-class training activity if the registration is cancelled at least 16 days before the event.</p> <p>If the registration is not transferred or deferred, a 75% refund is offered if the registration is cancelled at least 16 days before the event.</p> <p>No refund is offered if the registration is cancelled less than 16 days before the event.</p>
Online training	<p>No refund or transfer: recordings of online trainings can be viewed at any time at the participant's convenience.</p>
OTTIAQ's annual conference and/or continuing education day	<p>Up to 16 days before the OTTIAQ annual conference or continuing education day, which is held at the same time as the conference, the registration may be transferred to another member or non-member, as long as any difference in price is paid (for example, in the case of a transfer from a member to a non-member).</p> <p>If the cancellation is at least 16 days before the conference or continuing education day, the full registration fee may be deferred to another OTTIAQ event (for example, the next annual conference, or an in-class or online training).</p> <p>If the registration is not transferred or deferred, a 75% refund is offered if the registration is cancelled at least 16 days before the event.</p> <p>No refund is offered if the registration is cancelled less than 16 days before the event.</p>
Cuba-Quebec Symposium	<p><u>No refund, cancellation or transfer.</u> <u>OTTIAQ's contribution to the organization of this symposium is limited to registration.</u></p>
New Year's Cocktail	<p>No refund.</p> <p>The registration may be transferred to another member or non-member, as long as any difference in price is paid (for example, in the case of a transfer from a member to a non-member).</p>
International Translation Day	<p>No refund.</p> <p>The registration may be transferred to another member or non-member, as long as any difference in price is paid (for</p>



example, in the case of a transfer from a member to a non-member).

No refund will be given to participants who do not attend an event or training course. Fees associated with the examination of candidate files and annual membership dues are not refundable under any circumstances (for example, cancelling a membership during the membership year).

4. **REVIEW FREQUENCY**

This policy is iterative, meaning that it is subject to any improvements deemed necessary in the course of its use.

5. **HISTORY**

Resolution: CA2018/2019-164.8.4

Related laws and regulations:

Related policies:

Applicable: January 24, 2019

Replaces:

Author: Governance and Ethics
Committee