

POLICY 1.17a

Registration & Refund Policy

Approved date	August 2025
Revision date	October 2025, January 2026
Authorized by	Board of Directors
Policy	Payment must be received for public trainings by the Society by 10 business days after registration or 3 business days prior to the training delivery date – whichever comes first – in order to receive access to participant materials and the training details.
Related policies	Registration & Refund Internal Policy 1.17b

Purpose

To ensure consistency in registrations for public trainings and provide participants optimal opportunity for successful completion.

Procedures

Each public training's registry closes 1 week prior to the delivery date.

Payment must be received by the Society by 10 business days after registration OR 3 business days prior to the training start date – whichever occurs first – in order to receive access to the participant materials and training details. The Finance Technician emails all pending registrants leading up to the payment due dates notifying them of their outstanding payment.

In the case that payment has not been received by the due date, pending individuals will be withdrawn from the training.

For trainings that take place over a full day or more, participants can request a T2202 tax form upon registration. Tax forms are distributed in January following the training delivery date.

Waitlisted Registrations

If the maximum number of seats are filled prior to the training start date, new registrants will be placed on a waitlist at the time of their registration. If seats open up for the session prior to 3 business days before the course begins, an IPS administrator will contact waitlisted participants in order of their place on the waitlist.

Payment must be received by IPS by 10 business days after receiving the waitlist update from IPS OR 3 business days prior to the training start date – whichever occurs first – before being formally accepted into the course and in order to receive access to the training materials and details.

Moving a Registration to a Secondary Participant

In the case that an individual is no longer able to participate in the training and wishes to move their registration to another person, the original seat holder or their paying employer must email Indigenous Perspectives Society to request a change.

For approval in moving a seat to someone else, the full tuition must be paid prior to approval and prior to receiving access to the training materials and details. Moving the registration must be done prior to 3 business days before the training start date.

Institutions Registering Staff

When organizations are paying for their staff members to take a training, payment must be received by IPS by 10 business days after registration OR 3 business days prior to the training start date – whichever occurs first – in order for the participant to be confirmed in the training and to receive training materials and information. IPS requests that the paying organization includes a note with their payment specifying:

- The name of the registered participant(s)
- The invoice number payment is intended for
- The training payment is intended for

In the case that a participant is no longer employed by their organization or is unable to attend the training, and the organization wishes to fill the seat, the organization can refer to “Moving a Registration to a Secondary Participant” section above.

Withdrawals

To withdraw from a training, a registrant must email info@ipsociety.ca. All formal withdrawal requests received 3 business days prior to the training delivery will be refunded.

Refunds

All formal withdrawal requests received 3 business days prior to the training delivery will be refunded. No refunds are permitted after the 3 business day cut off except for in special circumstances.

In accordance with industry best practices and to abide by the Government of Canada's guidelines, Indigenous Perspectives Society will only return funds to the original payer. Course payment fees cannot be transferred to another person, institution, or other. The following applies to all refunds:

- Refunds will automatically be applied by the same payment method as originally received
- Any wire transfer fees or other bank charges associated with returning the funds will be subtracted from the amount returned
- Indigenous Perspectives Society may require up to 60 to 90 days to complete the return of funds

- Indigenous Perspectives Society bears no responsibility for funds that do not reach their destination due to inaccurate or obsolete financial information provided by the paying participant and/or organization. Participants and/or their paying organizations are responsible for all banking and foreign exchange charges associated with their payment/refund.

No Shows

In the case of a “no show” participant without prior communication, no refunds or deferrals will be provided to the participant.

Training Cancellation

In the case that a delivery needs to be cancelled by the institution, IPS will notify registrants 5 business days prior to the training start date. IPS will automatically issue refunds to all registrants by the same method they originally paid.

The Society may cancel a training after 5 business days prior to training in case of emergency and if another facilitator is not available to cover. In which case:

- For trainings that are delivered multiple times throughout the same fiscal year, registrants will be offered to either defer to the next session or provided a refund
- For trainings that are delivered once a year, registrants will be automatically provided with a refund