



**The Institute of Internal Auditors**  
**L'Institut des auditeurs internes**  
**Canada**  
*Edmonton*

**IIA EDMONTON CHAPTER POLICY**  
**EVENT REGISTRATION, CANCELLATION, AND REFUNDS**  
**January 30, 2023**

**Registration and Cancellation Policies for IIA Edmonton Chapter Events**

**Registration**

For each event or luncheon, Edmonton Chapter members will receive an email with the link to the appropriate registration site.

Each registrant will receive an e-mail confirmation of the registration. If you do not receive a confirmation, please contact [Chapter92@iia chapters.org](mailto:Chapter92@iia chapters.org).

**Cancellation Policy**

**Chapter Initiated Cancellations:**

The Chapter reserves the right to cancel an event due to insufficient participation or other unforeseen circumstances. If the Chapter cancels an event, the Chapter will notify registered attendees by e-mail a week prior to the event. Paid registrations will be refunded.

**Attendee Initiated Cancellations:**

If a registered attendee needs to cancel their registration, the cancellation procedures are as follows. Each event will post a final registration date.

- Cancellation Request Received Prior to the Registration Cut-Off Date:
  - Full refund will be credited back to the credit card used to pay for the registration.
- Cancellation Request Received after the Registration Cut-Off Date:
  - No refund
  - If payment was not received, you will be invoiced if you fail to attend or send a substitute.

Cancellations can be made by e-mail to [Chapter92@iia chapters.org](mailto:Chapter92@iia chapters.org).

**Substitutions:**

Registrations are always transferable, so substitutions are allowed if you are unable to attend. You must e-mail [Chapter92@iia chapters.org](mailto:Chapter92@iia chapters.org) prior to the start of the event with the name of the substitute to ensure they receive any CPE credits.



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## **Special Circumstances:**

The Chapter acknowledges that extenuating circumstances may cause an attendee to cancel their registration. In these instances, refund considerations will be made on a case by case basis. Please e-mail [Chapter92@iia chapters.org](mailto:Chapter92@iia chapters.org) in the event that special circumstances lead to a late cancellation.

## **Payment Policy**

The Chapter has implemented an on-line Credit Card payment system for all events (luncheons and conferences).

The Chapter currently accepts the following payment options

- Visa and MasterCard

The Chapter may make changes to this policy as deemed necessary. Any changes to the policy will be posted on our website.