

## Refund Policy

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**Date: March 2022**

CPA Saskatchewan collects monies for a variety of purposes. The purpose of this policy is to advise when a refund of monies collected will be issued. Refunds for circumstances outside of this policy must be requested in writing and must be approved by either the CEO or Registrar of CPA Saskatchewan.

A full or partial refund will be issued in the following circumstances:

1. PD refund policies are documented on the following webpages:
  - a. <https://cpsk.ca/events-and-professional-development/professional-development/pd-policies-faqs>
  - b. <https://cpsk.ca/events-and-professional-development/professional-development/pd-passport-information>
2. Full refunds will be granted more than ten (10) business days before the start date of an event. Some restrictions apply. Partial refunds may be granted if the written withdrawal/transfer request is received up to five (5) days or less before the start date. Extenuating exceptions may apply and will be reviewed on a case-by-case basis.
3. A passport is purchased on the wrong account.
4. CPA Saskatchewan reserves the right to cancel PD courses and events. If a PD course or event is cancelled, registrants will receive a full refund. CPA Saskatchewan is not liable for any financial losses as a result of the cancellation or incorrect contact information.
5. A registrant, individual or company pays more than the amount owing.
6. A member on a special circumstance or non-practice exemption returns to work. The fees paid at that point for the fiscal year, if any, would be refunded. The member would be rebilled for fees and required to pay the amount owing.
7. A member requests and is approved for an exemption after they have paid for their member fees.

Refunds are to be processed as per original payment. If payment is received using credit card, then the refund will be applied to the credit card unless approved by the Registrar. If refund is requested for more than 6 months after initial payment, a cheque is issued.