



2020 OAO Cancellation and Refund Policy

Conference and Event Refunds

The OAO will incur certain expenses prior to the conference or event, and as such, it is necessary to impose the following cancellation policy:

- 21 business days before the event, or earlier: refund 100%, less \$50.00 + tax processing cost
- less than 20 business days before the event: no refund

There are no refunds possible less than 20 days before the event. All cancellations must be received in writing – by e-mail or hardcopy mail.

Refunds will be provided by cheque or by applying a refund to the credit card used in registering. There will be no refunds granted for registrants who do not meet the conditions outlined above. Delegates who do not attend meals, receptions, or coffee breaks included in the registration fee will not receive a refund equivalent to the cost of the meal.

Membership Fees

As per the OAO Bylaws, section 14.2, Membership dues shall be non-refundable in whole or in part and may not be carried forward to future years.

Products

All OAO promotional products are non-refundable after purchase. In the case of damage, replacement will be made available.

To contact us for more information or for cancellations, please send an email to OPS@osteopathyontario.org.