
EDUCATION & EVENT POLICIES

Purpose

These policies apply to all Canadian Condominium Institute North Alberta (CCINA) education events, including webinars, workshops, CM Series, and conferences.

1. Registration & Attendee Requirements

Registration Requirements

Registration is valid only for the named attendee and may not be shared or transferred except in accordance with CCINA's transfer/substitution policy.

Each attendee must provide:

- Full name
- Direct email address

If claiming CCI Member pricing, eligibility will be verified at the time of registration.

- Attendees must be covered under a valid CCI membership with any CCI Chapter in Canada (*individual, business, professional, or condominium corporation membership*)

Attendee Code of Conduct

CCINA reserves the right to remove attendees, without refund or credit, from any event should they not meet the following expectations:

- Treat speakers, staff, and attendees with courtesy and professionalism.
- Participate constructively; refrain from harassment, discrimination, or disruptive conduct.
- Follow staff instructions, venue policies, and event protocols.

Recordings & Content Use

- Events may be recorded, photographed, or otherwise documented for educational, archival, or promotional purposes.
 - By attending, participants acknowledge and consent to possible inclusion in recordings, photographs, or related event materials.
- Event access links, login credentials, and attendance access are for the exclusive use of the registered attendee and may not be shared.
- Attendees may not record, reproduce, distribute, or share event content without prior written permission from CCINA.

2. Payments, Fees & Pricing

Payment Requirements

Full payment is required at the time of registration, unless otherwise stated.

Payment Methods

Accepted payment methods will be indicated on the applicable event registration form.

Where offline payment options are available and permitted, the following payment deadlines apply:

Pay by Cheque (Offline Payment Option)

Full payment must be received by the following deadlines:

- **Online Events:** at least 24 hours before
- **In-person Events:** at least 7 calendar days before

Cheques payable to: Canadian Condominium Institute North Alberta Chapter

Mail to: CCI North Alberta Chapter #102, 8925 82 Ave NW, Edmonton, AB T6C 0Z2

Fees & Discounts

- A **3.5% processing fee** is applied to all registration payments.

- **5% GST** is applied to all registrations.
 - Eligible CCI members receive a **40% discount** on regular event pricing.
 - Discounts extend to active members of all CCI Chapters across Canada.
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3. Transfers & Substitutions

Registrants who are unable to attend may transfer their registration to another eligible individual at no cost, provided written notice is received by the applicable deadline.

Transfer Deadlines:

- **Online Events:** Up to 24 hours before
- **In-person Events:** Up to 3 business days before

Transfer/Substitution Requirements

- Full name and direct email address must be provided.
 - The substitute must meet any applicable membership or pricing eligibility criteria.
 - If the substitute does not qualify for the original pricing category, the difference in registration fees must be paid.
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4. Refunds & Credits

General Refund Policies

Refund requests must be submitted in writing before applicable deadlines.

- Refund eligibility depends on the event type and applicable cancellation timelines.
 - **Event registration pages will clearly state when alternate refund timelines or structures apply.**
- Only the ticket price and applicable GST will be refunded. Processing fees are non-refundable.
- Cancellations submitted after the deadline are not eligible for refunds.

In-Person Events

Written refund requests must be received at least seven **(7) calendar days before** the day of the event.

- No refunds will be issued within seven (7) calendar days of the event.
- Refunds may be reduced to account for materials, resources, or benefits already provided.

Online Events

Refunds are not available for online events where recordings are provided to registrants.

- Recordings are provided to all registrants, regardless of attendance.
- If an online event is **not recorded**, written refund requests must be received at least **3 calendar days before** the event.

No-Shows

Registrants who do not attend an event and do not communicate their cancellation prior to the event are considered “no-shows” and are not eligible for refunds or credits.

Discretionary Credits

Credits toward future events may be considered in exceptional circumstances, at CCINA's sole discretion, when requested in writing.

5. Event Changes & Cancellations

CCINA reserves the right to modify speakers, schedules, platforms, content, venues, or event formats where necessary due to unforeseen circumstances, operational requirements, or speaker availability.

CCINA is not responsible for delays, interruptions, or cancellations caused by circumstances beyond its reasonable control.

If CCINA cancels or postpones an event, registered attendees will receive one of the following:

- Transfer to the rescheduled event date *(where applicable)*

- A full-value credit toward a future CCINA event, if the event will not be rescheduled