

DATE: July 2025	SUBJECT: CHES National Event Registration Refund & Cancellation Policy
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1. Purpose

To provide clear direction on terms and conditions, including any cancellation fees, when someone needs to cancel their registration for an event after registering and paying.

2. Policy

CHES will permit cancellation of registration after payment in certain circumstances as outlined below. A cancellation fee may be charged to cover the cost of handling.

3. Procedure

3.1 CHES National Conference

- 3.1.1 All requests for cancellations must be received in writing (email communication acceptable) and must be made 30 days or more prior to the event to the CHES national office.
- 3.1.2 Requests to cancel conference registration fees will incur a \$75 administrative fee.
- 3.1.3 Requests to cancel social events with fees such as golf, banquet tickets only, facility tours or any other social event approved by the CPC that has a registration fee will be subject to a \$75 administrative fee.
- 3.1.4 Conference registration and social add-ons for registered delegates can be transferred to another CHES member or non-member and a rate differential may apply.
- 3.1.5 CHES Conference fees are non-transferable to another CHES event.
- 3.1.6 Special Circumstances: Refund exceptions may be considered for medical emergencies or other unforeseen situations, at the organizer's discretion.
- 3.1.7 Cancellation by the organizer: If a CHES National event is cancelled by the organizer, a full refund will be issued.

4.1 CHES CanHCC Program

- 4.1.1 All requests for cancellations must be received in writing (email communication acceptable) and made 30 days or more prior to the start of the course to CHES national office.
- 4.1.2 Requests to cancel course registration fees will incur a \$75 administrative fee.
- 4.1.3 Course fees are non-transferable to another CanHCC course.
- 4.1.4 Course registration can be transferred to another person for the same session.

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- 4.1.4 Special Circumstances: Refund exceptions may be considered for medical emergencies or other unforeseen situations, at the organizer's discretion.
- 4.1.5 Cancellation by the organizer: If the event is cancelled by the organizer, a full refund will be issued.

5.1 CHES Webinar Series – Non-Members

- 5.1.1 All requests for cancellation of series registration fees for non-members (CHES Members are not charged a fee) are to be made in writing. Email communication is preferred.
- 5.1.2 Series cancellation is subject to a \$25 administrative fee. Single webinar cancellation is non-refundable.
- 5.1.3 Webinar series or individual webinar registration can be transferred to another individual.
- 5.1.4 Special Circumstances: Refund exceptions may be considered for medical emergencies or other unforeseen situations, at the organizer's discretion.
- 5.1.5 Cancellation by the organizer: If the event is cancelled by the organizer, a full refund will be issue or if it is a single webinar, registration for another webinar in the same budget year.