



COUNCIL OF ONTARIO DRAMA AND DANCE EDUCATORS REFUND POLICIES

The Council of Ontario Drama and Dance Educators (CODE) is committed to delivering meaningful professional learning opportunities through conferences, webinars, and workshops. To ensure fairness and support our presenters and planning processes, the following refund policies apply:

CONFERENCES

- **Full refunds** are available for cancellations made **at least 14 days (2 weeks)** before the start of the conference.
- **50% refunds** available for cancellations made **at least 45 days** before the start of the conference.
- **No refunds** will be issued for cancellations made **within 14 days** of the conference.

This policy applies equally to attendees and vendors.

All refund requests must be submitted in writing to treasurer@code.on.ca.

WORKSHOPS

- **Full refunds** are available for cancellations made **at least 7 days (1 week)** before the start of the session.
- **No refunds** will be issued for cancellations made **within 7 days (1 week)** of the webinar or workshop.

All refund requests must be submitted in writing to treasurer@code.on.ca.

WEBINARS

- **Full refunds** are available for cancellations made **at least 48 hours** before the start of the session.
- **No refunds** will be issued for cancellations made **within 48 hours** of the webinar or workshop.

All refund requests must be submitted in writing to treasurer@code.on.ca.

RATIONALE

For conferences, CODE's largest expense is generally catering. Catering numbers are confirmed 14 days before the event, and are not refundable to CODE.

CODE provides an honorarium to any non-Board workshop presenters to ensure that we can offer high-quality programming. Whether a session has 10 or 25 participants, we provide the same honorarium.

- Within 45 days of the conference, we begin to determine in which space sessions will be offered based on registrations. The time, effort, and cost to rearrange spaces is reflected in our 45 day refund policy.
- For workshops, we often pay to rent space. We determine whether a workshop is feasible to run within 1 week so that we can attempt to save some costs if there is insufficient registration to justify the expense.

The presence of vendors is an important component of the attendees' experience and we have limited spaces available for vendors. It takes time and effort to establish contracts with vendors and we cannot guarantee that a space could be filled on short notice.

Thank you for supporting CODE's events and for your understanding of these policies, which help us maintain quality programming and fair compensation for our facilitators.