



self-management workshop

registration cancellation and refund policy

workshop cancelled by Relief

Relief reserves the right to cancel a self-management workshop if the minimum number of participants is not reached. Registered participants will receive a full refund. In such case, the organizers will inform the registered participants by phone or email.

registration cancelled by a participant

If participants wish to cancel their registration, the following terms shall apply:

before the self- management workshop begins

Participants will receive a full refund.
Grant recipients included.

before the second session* - deadline to drop out of a self- management workshop

Refund will be equal to the amount paid for registration, minus \$55.50 for the first session, less applicable bank charges (2%).

For the recipient of a grant:

The amount reimbursed will be equal to 50% of the amount paid at registration, i.e.: **individuals receiving social assistance (\$25) / individuals with low income (\$75).**

**For virtual workshops where a preparatory meeting ("week 0") is included, it does not impact on the reimbursement policy.
The deadline for abandoning a self-management workshop remains before the 2nd content meeting.*

in the event of unforeseeable circumstances (serious injury, illness incapacitating)

Cancellation requests due to force majeure must be sent to the Clinical Coordinator as soon as impediment (sylvie.elsig@relief.ca). The email should include the date and reason for the cancellation.

Refund will be equal to the amount paid for registration, minus the amount corresponding to the number of sessions that have been held (equivalent to \$55.50 per session), less applicable bank charges (2%).

For the recipient of a grant:

The amount reimbursed will be equal to 50% of the amount paid at registration, i.e.: **individuals receiving social assistance (\$25) / individuals with low income (\$75).**