

**ICF Québec Convention**

**May 13-14, 2021**

**Refund policy**

ICF Québec understands that particular circumstances may lead a participant to cancel their registration for an event. ICF Québec has therefore instituted a refund policy for this purpose.

**Refund terms**

Until April 15th: A $50 administrative fee will apply.

From April 16th to May 7th: A $75 administrative fee will apply.

After May 8th: Refund requests will not be accepted after this date. **No refunds will be granted**, except for medical reasons, in which case medical documentary proof must be provided.

**Registration transfer**

A participant who is unable to attend the Convention may transfer their registration to another participant. They must email their transfer request by May 7, 2021, to à gestion@icfquebec.org.

Transfers from an ICF Québec member to an ICF member or non-member are accepted. The new participant will be responsible for paying the cost adjustment. No penalty will be applied when transferring a registration from one ICF Québec member to another.