



**POLICY: REFUND/RETURN POLICY**

**The AFP Ottawa Chapter requires 48 hours (2 working days) notice of cancellation. A substitute person may be sent if the original person registered cannot attend. If someone does not cancel and fails to attend an event, the registrant will be charged the full price.**

**LAST REVISED OR REVIEWED: December 2017**

**SUBJECT TO REVIEW: December 2020**