



## InterLINK Professional Development Program Cancellation Guidelines

**Overview:** BC Public Library InterLINK offers a variety of professional development (PD) and staff training programs. Many of these programs have associated fees and operational costs. When a registered participant cancels, it can affect the program's success and our ability to serve other participants. This document outlines InterLINK's cancellation guidelines for PD and staff training programs.

**Purpose:** The purpose of this document is to inform InterLINK members and potential participants about the cancellation process and its implications, helping them make informed decisions. It also serves as a reference for InterLINK staff when communicating program details.

### **Cancellation Guidelines:**

To ensure equal service and opportunities for all participants, InterLINK follows these cancellation guidelines:

#### *Live/Synchronous PD Training*

1. **Cancellation 10 or more business days before the course start date:**
  - a. Participants may cancel without incurring any fees or program costs.
  - b. Cancellations should be communicated clearly to InterLINK's Strategic Projects Coordinator by email.
2. **Cancellation 9 business days or fewer before the course start date:**
  - a. Participants/associated library or library federation will be charged the full program cost or associated fees.
  - b. However, if InterLINK can fill the cancelled participant's spot within 9 days, the fees will be waived.
  - c. Cancellations should be communicated clearly to InterLINK's Strategic Projects Coordinator by email.
3. **Library Juice Academy (LJA) courses:**
  - a. All LJA course fees are non-refundable and are charged at the time of registration, regardless of the cancellation date.
4. **When InterLINK cancels a live program:**
  - a. Participants/associated library or library federation will receive a full refund.
5. **No attendance or incompleteness:**

- a. Participants who do not attend or complete live training and do not provide appropriate cancellation notice will be charged the full program cost or associated fees.

#### *Self-paced/Asynchronous PD Training*

**6. Cancellation at any time:**

- a. Participants/associated library or library federation will be charged the full program cost or associated fees.

**7. Incomplete course:**

- a. Participants who do not complete self-paced/asynchronous course training will be charged the full program cost or associated fees.

**8. Expired access:**

- a. If access to self-paced or asynchronous training expires before a participant completes the course, the participant/associated library or library federation will be responsible for the full program cost or any associated fees.
- b. Participants who re-enrol or register for a course after their initial access has expired will be required to pay the full program cost or associated fees again.

**9. When InterLINK cancels a self-paced program:**

- a. Participants will receive a full refund.

#### **Exceptions:**

- Any exceptions to these guidelines will be made at the discretion of InterLINK and will be communicated to participants.

#### **Contact:**

Questions or comments regarding cancellation guidelines can be directed to InterLINK's Strategic Projects Coordinator by email.