

ONN WEBINAR CANCELLATION POLICY

As of April 15, 2019

We look forward to having you join in our webinar. However, if you need to cancel, please note our cancellation policy.

We can refund you if you cancel at least one (1) day in advance

Webinar registrations fees are refundable if submitted in writing to admin@theonnc.ca no later than 24 hours before the scheduled webinar time. In most cases, we will issue the refund using the original payment method. Registrations and cancellations received less than 24 hours before the scheduled webinar time will not be refunded. If you are unable to attend the live webinar, a recording of the webinar will be sent to you by email following the scheduled date. Alternatively if you would like to join the live webinar but can't attend, a substitute from your organization can attend instead. Substitution requests must be made in writing to admin@theonnc.ca no later than 24 hours before the scheduled webinar time.

We don't refund fees due to your technology problems

It is your responsibility as the webinar attendee to test your computer setup prior to the start of the webinar. If a technical failure at your home or workplace prevents access to the live webinar, you are not eligible for a refund. If the technical problem is due to ONN's error, we will consider issuing a refund. You must send your request to admin@theonnc.ca within a week after the webinar.