

BCLA Event and Webinar Cancellation Policy

Introduction

BCLA has a Professional Development Program which aims to offer virtual events and webinars of interest to a wide range of library workers throughout the year. Some of these events are free-of-charge and freely available via the BCLA Vimeo account. Other events, like the Conference Virtual Reboot Series have a registration fee, with an equity fee option; these events also tend to be recorded, often with a 3-month window for registrants to view the event at their convenience.

On a rare occasion, BCLA may need to cancel an event, or a registrant may need to cancel, and this policy outlines what to expect if a fee was involved. For free events, BCLA would either re-schedule the program or share the recording.

Scenario One

BCLA cancels a for-fee event:

- BCLA would first propose a new date if the event had to be re-scheduled (for example, if the presenter had an unexpected emergency) and automatically include paid registrants.
- If the new date / time was inconvenient for the registrant, they would receive a full refund.

Scenario Two

Registrant can no longer attend live event (with recording):

- Since the recording can be viewed at their convenience, BCLA does not offer a refund.

Scenario Three

Registrant can no longer attend live event (without recording):

- For the rare events where there is no recording, BCLA offers a refund, less a \$5 processing fee, for any cancellation **sent via [email to the Provincial Professional Development Coordinator](#) at least 24 hours before the start of the event.**