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Policy on *Late Cancellation, No Show or Failure to Complete a Course*

de Souza Institute has been offering quality nursing educational events, workshops and/or courses since 2008. Resources for these activities, including curriculum development and travel support for nurses are supported by funding from the Ontario Ministry of Health and Long Term Care. Many of our courses have a significant waiting list; however, there have been issues with late cancellation, participant drop outs and non-attendance. In order to promote accountability and support as many nurses as possible for educational opportunities, the Institute has implemented the following policy.

PROCEDURES

Deposit: For any de Souza educational activity (i.e., workshops or course offerings), participants must include a deposit of \$100 cheque to hold their spot with the exception of Interprofessional Oncology Distance Education (IPODE) courses. IPODE courses require a deposit equal to the amount of the course fees. Registration will not be confirmed without a deposit. Please address a cheque to de Souza Institute for \$100 with the exception of IPODE courses.

Please send the cheque to:

de Souza Institute
700 University Avenue, HSC #14,
Toronto, ON M5G 1Z5

The cheque holds a space for the participant and the cheque will be shredded or returned at the request of the participant at the end of course completion. For those who wish to receive their cheques after the completion of the course, please enclose a self-addressed stamped envelope with the cheque.

Late Cancellation: Registration may be cancelled within 5 working days prior to the course/workshop start date. Failure to cancel within the specified time period will result in a charge of \$100.

No Show or Failure to Complete a Course: Failure to attend an event/workshop or failure to complete a course according to course requirements will result in a charge of \$100.

Special consideration will be given in the event of medical illness or emergencies.