



647.343.3334
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www.aao-archivists.ca



Professional Development Cancellation Policy

All cancellation requests for Archives Association of Ontario (AAO) professional development workshops must be made in writing to aao@aao-archivists.ca.

AAO Refund Schedule:

Cancellation of event by AAO	Full refund
Cancellation by registrant up to one week prior to the event	Refund, less 20% cancellation charge to cover administrative cost
Cancellation by registrant one week to 48 hours prior to the event	Refund, less 50% cancellation charge to cover administrative cost
Cancellation by registrant less than 48 hours prior to the event	No refund
Registrant did not attend event without any notification	No refund

The AAO reserves the right to change/modify or cancel any event. AAO's liability is limited to the paid registration fee and will not be liable for incidental costs including (but not limited to) hotel and travel fare.

Extenuating Circumstances

In situations where circumstances may have been unforeseen (eg. death in the family, or hospitalization), a full refund will be offered, if a request is made in writing to the Professional Development Committee for their consideration via the AAO Office.

Please contact the AAO Secretariat at aao@aao-archivists.ca or 647-343-3334.