



## Cancellation and Deferral Policy for ICGP Courses and Events

This policy applies to all ICGP courses\* regardless of their format or whether they are delivered entirely by ICGP or in collaboration with another organisation. The policy applies to courses delivered in person, on-demand or in blended format i.e. part in-person and part on-demand.

### Rationale

ICGP courses are developed to address the ongoing educational needs of GPs and other members of the practice team according to medical education standards. Delivery of these educational activities is arranged to ensure a wide range of topics, modes of delivery and timing to suit the diverse needs of GPs. As far as possible ICGP education is timetabled to avoid overlap in schedules for both participants and administration to ensure a successful outcome for all who participate.

ICGP relies on a great deal of goodwill by those providing the educational content and some ICGP courses are, of necessity, restricted to small numbers of participants for various reasons. Therefore, it is not always possible to accommodate all those who wish to attend a course. If you book a place and subsequently wish to cancel your booking, you may be preventing someone else from accessing a place on the course.

It is inevitable that life events will sometimes get in the way of the intention to attend an ICGP course. This policy therefore outlines what happens in such cases in order to provide equitable access to ICGP education.

### A Registered Participant Wishes to Cancel their Place on an ICGP Course

If, having booked a place on an ICGP course, you wish to cancel your place, please submit your request to [education@icgp.ie](mailto:education@icgp.ie) and include CANCEL + Course Name in the subject header of the email.

You can expect to receive a response to your cancellation request within two business days of receipt of your email. Refunds will be provided within 30 calendar days of approval of the request.

Refunds will be authorised according to the details below.

Request to cancel registration received	Refund amount
<b>Courses of up to three days duration</b>	
10 business days before course begins	Full refund minus a 10% administration fee
< 10 business days before course begins	Not eligible for a refund
<b>Courses delivered over a period of weeks or months</b>	
> 30 days before course begins	Full refund minus a 10% administration fee
30 days or less before course begins	Not eligible for a refund

You may be granted a refund if you have extenuating circumstances that prevent you attending a course. Such cases will be reviewed on a case-by-case basis and an alternative option may be offered.

If you cancel your booked place, your access to any educational resources on the ICGP virtual learning platform or website will be removed and you will not be eligible for the CPD credits for the course or event.

## A Registered Participant Wishes to Defer their Booked Place on a Course

### If course can be completed within one year\*

Many ICGP courses can be completed within one year. The following rules regarding deferral of places apply to such courses. For courses that take more than one year to complete, please see the section called “Courses run over more than one year”.

It may be possible to defer rather than cancel your place on an ICGP course. A request to defer may be accepted if

- The course is being run again by the ICGP
- There is availability to offer you a deferred place
- You have paid your full fee for the course
- You have not requested a refund for the course
- You may request a deferral once for a course

Please submit your request to defer to [education@icgp.ie](mailto:education@icgp.ie) and include the text DEFER + Course Name in the subject header of the email.

Where the next course date does not have availability, you will be offered a refund subject to the refund schedule for that course.

Participants who defer a place on a course will not have access to educational resources for that course on the ICGP virtual learning platform until they join the next available course.

If an alternative date is not available to the participant requesting a deferral, for example if it is already fully booked or if it is not running within 12 months, you will be eligible for a refund if you notify ICGP of your deferral request within the period for a course refund. You will not retain access to educational resources for that course on the ICGP virtual learning platform.

Participants who defer entry to a course that can be completed within one year, must accept their deferred place within two years of the original course date.

\*A year follows the academic year and as such begins in September.

### Course runs over more than one year

A small number of ICGP courses run over a two-year period. Participants who defer entry to such a course, must accept their deferred place and complete the course within four years of their original course start date. If a participant does not complete within this time frame, they will be considered a new student of the course and would apply as a new participant. Full fees would apply at the level applicable when the course starts.

## Cancelling an online course

If having purchased an online course from ICGP, you wish to cancel this purchase, the following refund entitlements will apply. You can expect to receive an acknowledgement within two business days of receipt of your email and a decision within 10 business days. Where applicable, refunds will be provided within 30 calendar days of approval of the request. Refunds will be authorised as summarised below.

Request to cancel registration received	Refund amount
<b>Online Courses</b>	
Within 24 hours of course purchase AND course material has not been accessed or downloaded	Full refund and access to online material revoked
More than 24 hours but less than 5 days after purchase AND course material has not been accessed or downloaded	Full refund minus a 10% administration fee and access to online material revoked
Course material has been accessed or downloaded	Not eligible for a refund and access to online material retained for the purchase period

## ICGP Cancels a Course

ICGP reserves the following rights in relation to a course when appropriate to do so:

- Cancel completely, for example following Public Health advice
- Reschedule to an alternative date
- Change location for in-person courses
- Cancel a participant's registration if payment is not received within the allotted time
- Substitute speakers scheduled to deliver a course or part of a course

If ICGP cancels a course, ICGP will inform all those registered to attend in advance of the course date. Where possible, ICGP will do its utmost to give ten business days' notice of cancellation. However, this will not always be possible. Where ICGP cancels or transfers a date for a course, ICGP will offer a full refund to registered participants or, where appropriate, offer to transfer registration to an alternative date.

ICGP is not responsible for any other loss incurred by a participant as a result of such a cancellation.

\*An ICGP course is defined as an educational activity which has been allocated CPD credits and GMS study leave and is being run by ICGP or in collaboration with another organisation. ICGP courses include education conducted in person, online, in blended format or an event such as a conference.