

Institute of Maxillofacial Prosthetists & Technologists



Refunds and Cancellation Policy

Annual membership of the Institute of Maxillofacial Prosthetists and Technologists (IMPT) or attendance to an education or training event run by the IMPT warrants rights to cancel the subscription or payment. This document will help guide your request.

Membership Subscription

A request for a refund or cancellation should be made in writing or e-mail to the Registrar of the IMPT. Please include the words **“Refund Request”** or **“Subscription Cancellation Request”** in the subject line of the email or subject of the written request. To handle your request effectively, we request that you inform us as to why you require a refund or wish to cancel your subscription.

If an annual subscription cancellation request is received and acknowledged before the subscription deadline (March 31st) or in the proceeding 14 Days (cooling off period) you will get your money back in full. After 14 days of the subscription due date you will not receive a refund and will continue to receive the benefits of that subscription until March 31st of the following year.

Please note that it is your responsibility to cancel any standing orders created

Thereafter:

- You will not be reminded for, nor receive the benefits of your subscription
- You will be removed from the IMPT register immediately following the processed request
- As a full Member or Fellow of the IMPT you will need to re-sit an Assessment Interview Board (AIB) should you wish to re-apply to the IMPT (See AIB document on the IMPT website)
- As an Associate if you wish to re-join the IMPT, you will need to re-apply and pay any fees required (Associate document on the IMPT website)
- We will confirm your subscription has been cancelled to the email and postal address you have provided the IMPT.

It is your responsibility to notify your NHS Trust that you have cancelled your professional body subscription

Education

Courses and Seminars

Delegates wishing to attend any courses and/or seminars organised by the IMPT council or its members will need to fill in the application form/s produced by the organiser. Course fees are to be paid in **FULL** before the event takes place or in line with the organiser's deadline. Payment on the day or any refunds will incur an additional 20% administration.

If your application has been received by the organisers and no payment has been made or you are no longer able to attend, you are still liable to pay the course fee in full as non-refundable costs will still have to be paid by the organiser of the event. As an IMPT member, non-payment results in the individual no longer being in good standing in accordance with the IMPT Fitness to practice and membership document.



A full refund will be issued in relation to the terms and conditions of the individual event. Refund requests made 14 days following the event has taken place may not be considered.

You may appeal this process by writing to the organiser of the education event if you have extenuating circumstances. Please also review the exemptions below.

Exemptions

You will be exempt from paying if:

1. You are the lead organiser of the event
2. You are presenting reports in person on behalf of the IMPT council at an IMPT general or extraordinary general meeting
3. You are an invited as a guest/speaker to the event by the lead organiser
4. The IMPT Chairman and event organiser will decide on exemption in any other case

Candidates should note that a decision will be made up to 10 working days of receipt of the request, and if granted, refunds can take up to 5 weeks to process.

IMPT Congress Cancellation Policy

The biennial IMPT Congress requires significant advance investment prior to the event to secure venues, accommodation, and administration costs.

Requests for refund or cancellation should be made in writing or e-mail to the event organiser. Please include the words “**Congress cancellation**” in the subject line of your email or subject of the written request.

Telephone requests will not be honoured.

A payment must be made in full at the time of booking or a valid Purchase Order number is obtained from the delegates NHS Trust to secure individual booking.

Substitution Policy

If a registrant is unable to attend an event for any reason they may substitute, with agreement of the event organisers, someone else to attend in their place providing they are registered at the same IMPT membership level. The organising committee must be notified of this at least 14 days prior to the start of the Congress

Refunds

The IMPT accepts no responsibility for any financial losses incurred by individuals as a result of individuals changing their registration status.



Refunds will be reimbursed as set below and will incur a **30% administration fee**:

- 70% refund- 60 days prior to the event
- 50% refund - less than 60 days, but more than 30 days
- No refund - Less than 30 days

Refunds in Exceptional circumstances

Refunds may be granted if a delegate is unable to attend the Conference due to exceptional circumstances e.g. a family death or illness. This is at the discretion of the IMPT organising committee. In such circumstance, the organising committee must be contacted by letter or email with a full explanation. Any request under these circumstances will be considered. Individuals are advised to have individual insurance cover for such events.

NB: Any changes at short notice may not be accommodated



Version	Edited by	Date Approved by IMPT Council
1.0	Hitesh Koria MIMPT	3 rd June 2020

