



## Terms and Conditions

**Last updated:** April 30, 2026

These Terms and Conditions (“Terms”) govern your access to and use of the website <https://www.accp-caid.org> (the “Website”) and the purchase and participation in training programs offered by **The Canadian Association of Instructional Designers** (“**ACCP-CAID**,” “we,” “us,” or “our”).

By accessing the Website or purchasing any training, you agree to be bound by these Terms.

### 1. About the ACCP-CAID

The Canadian Association of Instructional Designers provides professional learning, training, and facilitation services, including **virtual (online)** and **in-person** training programs.

### 2. Eligibility

By purchasing events using this Website, you confirm that:

- You are at least 18 years of age, or
- You have the authority to act on behalf of an organization or participant being registered.

### 3. Purchases and Payment

All prices are listed in **Canadian dollars (CAD)** unless otherwise stated and may be subject to applicable taxes.

Payment must be received in full at the time of registration unless otherwise agreed in writing. Registrations are not confirmed until payment is processed.

### 4. Event Delivery

## **Virtual Events**

Virtual training may be delivered via video conferencing platforms or learning management systems. Participants are responsible for ensuring they have adequate technology and internet access.

## **5. Refunds, Cancellations, and Transfers**

### **a) Live Virtual Events**

- **No refunds** will be issued once the training has started or once access to training materials or recordings has been provided.
- Missed sessions are available in the “My Events Library” after the event ends

### **b) Past Events**

- **No refunds** will be issued

### **c) Application & Admission Fees**

- **No refunds** will be provided for admission fees if an applicant is not accepted to the level of admission
- **No refunds** will be provided on Annual Fees.

### **d) Cancellation by the Canadian Association of Instructional Designers**

We reserve the right to cancel or reschedule events due to low enrollment, facilitator illness, or other circumstances beyond our control. In such cases, participants will be offered:

- A full refund **or**
- The option to transfer to a rescheduled or alternative session

### **e) Refund Processing**

Approved refunds will be issued to the original method of payment within a reasonable timeframe.

## **6. Intellectual Property**

All materials, including slides, recordings, and digital content, are the intellectual property of The Canadian Association of Instructional Designers unless otherwise stated.

Participants may not copy, distribute, record, reproduce, or share materials without prior written consent.

## **7. Participant Conduct**

We are committed to providing a respectful and inclusive learning environment. We reserve the right to remove participants from events or discussion forums without refund if behaviour is disruptive, discriminatory, or violates professional conduct expectations.

## **8. Limitation of Liability**

To the fullest extent permitted by law, the Canadian Association of Instructional Designers shall not be liable for any indirect, incidental, or consequential damages arising from participation in events or use of the Website.

Events are provided for educational purposes only and does not constitute legal, medical, or professional advice.

## **9. Privacy**

Personal information collected through the Website or event registration is governed by our **Privacy Policy**, which forms part of these Terms.

## **10. Governing Law**

These Terms are governed by and construed in accordance with the laws of the **Province of Ontario** and the laws of **Canada** applicable therein.

## **11. Changes to These Terms**

We may update these Terms from time to time. Updates will be posted on this page with a revised "Last updated" date. Continued use of the Website or services constitutes acceptance of the revised Terms.

## **12. Contact Information**

If you have questions about these Terms, please contact:

**The Canadian Association of Instructional Designers**

**Email:** [info@accp-caid.org](mailto:info@accp-caid.org)