

CPIB POLICIES AND PROCEDURES

1. Registration

Send all registration/application forms to IBAO. They must be completed in full and accompanied with full payment, in order for them to be accepted. Please note that all personal cheques MUST be certified.

2. Cancellation / Refund / Transfer Policies

- a) Once textbooks are shipped from IBAO they become the non-returnable property of the purchaser.
- b) Cancellation/refund requests received before shipment of texts will receive a full refund less a \$50 administration fee.
- c) Cancellation/refund requests received within the first month of the semester will receive the amount paid less the cost of the textbook and \$50.00 administration fee.
- d) Cancellation/refund requests received within the second month of the semester will receive the amount paid less the cost of the textbook and a \$100.00 administration fee.
- e) No cancellation/refund requests are accepted within the third and final month of the semester (cut off is 1 month prior to the final examination).
- f) All cancellations, transfers and/or refund requests must be submitted in writing to the IBAO.
- g) Transfers will not be permitted within one month of an examination.
- h) All transfers, without official documentation (medical or other), are subject to a transfer fee - \$50.00 members, \$75.00 non-members.
- i) No more than two transfers per CPIB part will be permitted.**
- j) Re-sit fees are non-refundable.

3. No Show Procedures

Registrants who fail to attend their scheduled examination, without valid documentation (medical, family emergency) will be subject to a no-show fee the next time they register for that exam - \$125.00 members, \$160.00 non-members.