

Event Registration Policy

1. Purpose

This policy outlines the terms for all First Work event registration, payment, cancellations, refunds, substitutions, attendance, and participation to ensure a smooth and professional experience for all participants.

This policy applies to all First Work hosted events, including conferences, training sessions, hybrid, and virtual programs, unless otherwise stated.

This policy will be reviewed annually.

2. Registration Confirmation

Registration is confirmed once full payment is received. Upon completion, registrants will receive a confirmation email with event details and a receipt.

It is the responsibility of the registrant to ensure their registration information is accurate, including name, email address, organization, ticket type, and all additional registrant information.

Please ensure to check spam or junk folders for confirmation.

3. Payment Terms

To complete your registration, all fees must be paid within 14 days of registration, unless otherwise stated on the invoice, to ensure the rate at the time of recording your registration.

Please note, if you register less than 14 days before the event date, you will be required to pay your registration fees by credit card at the time of registration.

Invoices must be paid by the stated due date to secure a spot. Unpaid registrations may be cancelled without notice and offered to waitlisted participants.

To pay by phone:	Please contact finance@firstwork.org to make arrangements.
To pay by cheque:	<p>Make cheques payable to: ONTARIO ASSOCIATION OF YOUTH EMPLOYMENT CENTRES</p> <p>Mail your cheque and a copy of your invoice to: First Work 895 Don Mills Road, 2 Morneau Shepell Centre, 9th Floor Toronto ON, M3C 1W3</p>

To pay by direct deposit and EFT:	Please contact finance@firstwork.org for banking information and email a copy of the remittance advice to finance@firstwork.org once payment has been made.
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4. Cancellation by Registrant

Once registered for an event, registrants will be granted a (3) three business days “Registration Grace Period,” and be eligible for a full refund if you decide to cancel. Please note, if registered less than 30 days before an event, there will be no Registration Grace Period.

While First Work sympathizes with registrants on their inability to attend, these cancellation fees assist in covering fixed costs due to non-attendance (food and beverage orders, printing costs and transaction costs associated with your registration).

All cancellation requests must be submitted via email. The date the request is received determines eligibility.

More than 30 days before the event	50% Refund
15-29 days before the event	25% Refund
14 days or less before the event	No Refund
No-Shows	No Refund

5. Credit in Place of Refund

At First Work’s discretion, a registration credit may be issued instead of a refund.

Credits may be applied to a future event within 12 months of the original event date and are non-transferable unless otherwise approved. Credits have no cash value.

Credits issued are equal to the value of the original purchase. If the new purchase exceeds the original amount paid, the registrant is responsible for paying the difference in cost.

Credits may be applied to any individual within the same organization but must be applied for the same event type. For example, credits issued for Futures can only be redeemed for Futures.

6. Substitutions

If a registrant is unable to attend, a substitution may be made at no additional cost with written notice received at least two business days before the event. Substitutions made after this deadline are subject to a fee equal to 25% of the original ticket price. **Please notify finance@firstwork.org and events@firstwork.org if you intend to transfer a**

registration to another delegate. The following information must be provided in order to complete the substitution:

- Full Name of Original Registrant
- Full Name of Substitute Registrant
- Organization Name
- Email Address of the Original Registrant
- Email Address of the Substitute Registrant
- Allergies/Food Restrictions of the Substitute Registrant*
- Accessibility of the Substitute Registrant*

Substitutions must be from the same organization unless approved otherwise. The original registrant remains responsible for payment.

Badges and materials will reflect updated details only if received before the printing deadline, which may vary for each event.

If a substitution results in a change in delegate type (e.g., moving from Presenter to Member/Non-Member registration), the substitute registrant will be required to pay any difference in registration rate.

*Substitute registrant's accessibility and severe food allergies accommodations are not guaranteed.

7. Group Registration Rules

Group registrations must include full registrant details by the posted deadline. If full information is not provided for any registrant in a group by the posted deadline, First Work reserves the right to cancel that registration (refund policy applies).

If individual members of a group cancel, the cancellation and substitution policies apply per registrant.

The organization coordinator submitting the group registration remains financially responsible for all registrants unless alternative contacts are provided.

8. Waitlist

If an event reaches capacity, additional registrations will be placed on a waitlist.

Waitlisted participants will be contacted via email if space becomes available and must confirm and complete payment within the shorter of (1) two business days or (2) the first day of the event. If no response is received within one business day, the spot will be offered to the next person on the list.

Being on the waitlist does not guarantee attendance.

9. Hybrid and Virtual Attendance Terms

For hybrid or virtual events, login credentials and access links are for the registered participant only and may not be shared.

Technical issues on the participant's end (internet, hardware, software) do not qualify for refunds.

Session recordings and presentation materials, if offered, are for personal use only and may not be distributed without permission.

10. Sponsorship and Exhibitor Registration Terms

Sponsorship and exhibitor fees are non-refundable once the agreement is signed, as deliverables, promotion, and materials are committed in advance.

Sponsor and exhibitor tickets must be used by the organization listed on the agreement and may not be resold.

If sponsor and exhibitor representatives cannot attend, substitutions are permitted with advance notice.

Failure to provide logos, ads, or materials by deadlines does not relieve payment obligations.

11. Photography, Video and Media Consent

By registering and attending, participants consent to photography, audio, and video recording that may include their image, likeness, and voice.

These materials may be used for promotional, educational, and reporting purposes by First Work.

Participants who do not wish to be photographed must notify First Work in advance and follow on-site identification procedures.

12. Force Majeure

First Work shall not be liable for delay, modification, or cancellation of the event due to circumstances beyond reasonable control, including but not limited to acts of God, weather, natural disasters, public health emergencies, government restrictions, labor disputes, terrorism, power failures, or venue issues.

In such cases, First Work may reschedule the event, convert it to a virtual format, or issue credits instead of refunds at its discretion.

13. Event Changes by First Work

First Work reserves the right to modify the event program, speakers, venue, timing, or format as required.

If the event is cancelled by First Work for reasons other than the ones listed under policy 12, registration fees will be fully refunded or credited. First Work is not responsible for travel, accommodation, or other personal expenses incurred.

14. Accessibility and Special Requirements

Participants requiring accommodations should notify events@firstwork.org by the posted deadline. While every effort will be made to support accessibility, last-minute requests cannot be guaranteed.

15. Code of Conduct

First Work reserves the right to refuse admission or remove any participant whose conduct is disruptive, unsafe, or inconsistent with the event's values. No refund will be issued in these circumstances.

16. Privacy

First Work respects your privacy and protects your personal information. We will not rent, sell or trade your information. The information you provide will be used to keep you informed about your conference registration and related updates. First Work or its designate may contact you about your event registration.

17. Agreement to the Policy

This policy is subject to change without notice.

By registering, participants acknowledge and agree to this Event Registration Policy.