



Membership Refund Policy:

- Requests to change a membership status and/or receive a refund of dues may need to be approved by the Director, Member Programs and Operations or the Manager, Member Relations. This helps to ensure that necessary CCA and CCO rules and regulations have been considered.
- Members are required to request their refund in writing. The chart below outlines what information is required for each type of membership status change.

Status Change	Information Required
Cancellation of Membership	Effective date and reason
Maternity Leave	Start and expected end date
Change of membership category OCA Membership categories are: <ul style="list-style-type: none"> • Student • New Graduate • Regular (Full Time) • Associate • Part Time 	Change of Category Form completed

- Notification is required at least 10 business days prior to the end of the current month for initiation of the change in the following month.
- When a refund is required it must be processed via the original payment method (ex. cheque, credit card), with the exception of electronic fund transfers which will be refunded by cheque.
- Refunds will be processed within 30 days from the date of request notification.
- A member who is on maternity leave must provide confirmation of their return to practice at least 10 business days prior to the end of their leave to initiate the change of category status (Ex. returning to regular category). Refunds will be processed upon completion of the maternity leave if the membership dues were paid in full.
- The refund amount is the difference in dues between the current membership category that was collected during the period and the rate to be paid in the new category.
- When membership dues which are paid by monthly debit (electronic fund transfer or EFT) the reduced category rate will take effect in the following month. In this respect, no refund is required.
- Maternity leave refunds are capped at a maximum of 1 year.
- As CCA membership dues are remitted to CCA upon collection, members must contact CCA directly regarding refund (if eligible) of the CCA dues.