

Payment, Cancellation and Refunds Policy

1. Purpose

The purpose of the Payment, Cancellation and Refunds Policy is to establish a framework for the payment, cancellation and refunds for GCC Board Directors Institute membership, events, certification and other programmes or workshops.

2. Individual and corporate membership

Following individual and corporate membership payment, membership fees will be both non-refundable and non-transferable.

3. Certification programmes

- a) All payments must be made upon receipt of invoice and in advance of attendance.
- b) As certification programmes are in high demand, no refunds will be issued (Certificate in Board Directorship, Diploma in Board Directorship, Chartered Director and Certified Board Secretary Programmes).
- c) A US\$500 change of date fee will be charged for all certification programme module changes, subject to the request being made 14 UAE working days (Monday to Friday) in advance of the module.
- d) A US\$750 change of date fee will be charged for all certification programme module changes with less than 14 UAE working days (Monday to Friday) notice in advance of the module.
- e) If a participant is absent from part of a director certification programme module, there are no compulsory catch-up sessions.¹

4. Events and workshops

- a) Following payment for an event or workshop, purchasers will be entitled to a refund on the condition that the refund request is made at least 14 UAE working days (Monday to Friday) prior to the date of the event (not including the date of the event itself).
- b) A change in the nominated delegate to an event or workshop is permitted at any stage.
- c) No-shows will be charged the full programme or workshop fee.

5. Refunds

Refunds will be processed through the original mode of payment only. Credit card refunds will be processed within 10 to 45 days, depending on the issuing bank of the credit card.

6. Other services

Payments made for any other purposes other than specified above, will be made in accordance with, and subject to, the individual terms of the contract to which the relevant payment relates.

7. Review

This policy will be reviewed at least every three years.

Management has authority to make changes to this policy that do not impact on the substance of the policy, including, but not limited to, those of an administrative nature.

Version control

Version number	Approving body, date reviewed and approved	Next review date
V5	CEO: 15 November 2024 :	November 2027

¹ This section does not apply to the Certified Board Secretary Programme.