



The Voice of BC Dentists

## **MEMBERSHIP CANCELLATION, CATEGORY CHANGES AND REFUND POLICY**

### **PURPOSE**

The purpose of this policy is to establish guidelines to BCDA members and staff regarding membership cancellations, membership category changes and membership fee refunds.

### **SCOPE**

This policy applies to all BCDA membership categories, unless otherwise specified, and governs:

- Membership cancellations initiated by members
- Membership cancellations initiated by BCDA
- Membership category changes
- Membership refunds

### **GENERAL PRINCIPLES**

As a general principle:

- Memberships are voluntary
- Membership fees are non-transferable
- Membership fees are non-refundable, except for circumstances stated in this policy
- Refunds are available to full members only

### **POLICY**

#### **I. CANCELLATION BY THE MEMBER**

Members may cancel their membership or change their membership category at any time by providing written notice to BCDA.

Cancellation and category change notice must be submitted in writing to [info@bcdental.org](mailto:info@bcdental.org).

#### **II. CANCELLATION BY BCDA**

BCDA may suspend or cancel a membership where:

- Membership eligibility requirements, as defined by BCDA's bylaws, are no longer met
- Membership fees remain unpaid
- The member violates BCDA policies or codes of conduct

No refunds shall be provided where BCDA terminates a membership for cause.

#### **III. REFUNDS WITHIN THE INITIAL MEMBERSHIP PERIOD**

A member may request cancellation and a full refund before the membership year has started, if fees were paid in advance; provided:

- No member-exclusive service, benefit, or program has been substantially utilized, as determined by BCDA; and

- The request must be submitted in writing to [info@bcdental.org](mailto:info@bcdental.org)

BCDA reserves the right to deduct any direct costs incurred on behalf of the member before issuing a refund.

#### IV. REFUNDS DUE TO EXCEPTIONAL CIRCUMSTANCES

BCDA may provide a partial refund when a member experiences exceptional circumstances that significantly affect their ability to benefit from membership.

Requests must:

- Be submitted in writing to [info@bcdental.org](mailto:info@bcdental.org)
- Include supporting information or documentation where appropriate; and
- Be received during the first six (6) months of the active membership period

Approval of exceptional circumstance refunds is at the discretion of the CEO, Board President or designate.

#### V. REFUNDS DUE TO MEMBERSHIP CATEGORY CHANGE

BCDA may provide a partial refund when a member downgrades their membership category from Full Member to Limited Member.

In the event of a membership upgrade from Limited Member to Full Member, BCDA will refund the full Limited category fee initially paid by the member.

Requests must:

- Be submitted in writing to [info@bcdental.org](mailto:info@bcdental.org)
- Include supporting information or documentation where appropriate; and
- Be received during the first six (6) months of the active membership period

#### VI. PARTIAL REFUND CALCULATION

Approved requests will be pro-rated in accordance with BCDA's Membership Fee Proration Policy on a half-year basis of the BCDA portion, less the non-refundable fees.

Non-refundable fees are defined as, but not limited to:

- New membership category fee, if applicable
- Canadian Dental Association membership fees
- Legal Expense Insurance program fees
- Dentist Wellness Program fees

Refund requests must be submitted in writing to [info@bcdental.org](mailto:info@bcdental.org).

Requests for membership cancellations or changes effective in the last six (6) months of the membership term are not eligible for refunds.

Refunds will be issued using the original payment method whenever possible. Where this is not possible, BCDA may issue payment by other approved means. BCDA will make reasonable efforts to review refund requests within 30 days of receiving all required information.