

CANCELLATION POLICY FOR MMS DIRECTLY-PROVIDED ACTIVITY OR INDIVIDUAL REGISTRATION

(Effective May 1, 2023)

-CANCELLATION/MODIFICATION OF ACTIVITY BY MMS

Live Activities

The Massachusetts Medical Society (MMS) reserves the right to modify the delivery format, postpone, or cancel a live CME activity due to events beyond the MMS's control. In the event of a cancellation, the MMS will fully refund registration fees via the original method of payment within four weeks.

The MMS is not responsible for registrant's travel, hotel or other costs incurred resulting from the cancellation.

Online Activities (Enduring Material)

The MMS reserves the right to remove or modify an online CME activity. In such an event, the impact on registration status will be evaluated on an individual basis.

-POLICY REGARDING CANCELLATION OF REGISTRATION BY A REGISTRANT

Live Activities

The length of the program determines the day by which the MMS must receive written notice of cancellation, as shown in the Cancellation Table below. The MMS will refund the registration fee less an administrative fee as shown. Cancellations or no-shows after the dates in the Cancellation Table are not eligible for any refund.

Cancellation Table

Length of Program	Fee	Cancellation Notice Deadline*
1 day or less:	20%	At least 5 business days before start of activity
2 or more days:	20%	At least 2 weeks before start of activity

**The MMS reserves the right, in its sole discretion, to waive or modify these deadlines in extraordinary circumstances.*

Registration fees will be refunded within four weeks via the original method of payment. The MMS is not responsible for registrant's travel, hotel or other costs incurred resulting from the cancellation.

The registrant may transfer the registration for this live activity to another individual within their organization at least two business days before the activity without incurring an additional fee. Registrations are not eligible for transfer after this date.

Online Activities (Enduring Material)

Purchases of online activities are not eligible for a refund except in extreme circumstances. A written request must be received within five business days of purchase to request a refund. If approved, the MMS will refund the registration fee paid, less a 20% administrative fee, within four weeks via the original method of payment. Registrations for online activities are not transferrable.

To cancel or transfer a CME activity registration per the above specified guidelines, email mmscmecertification@mms.org with your full name and the title and date of the activity. Please allow up to 2 business days for a response.

Internal Processes:

When a refund request is received, Continuing Education staff reviews and approves the request based on the policy. Refund requests are saved in *H:/Mededuc/Finances/Refunds for CME Activities* file folder. Acknowledgement of the request should be sent to the registrant indicating the amount that the person will be refunded.

The refund would be the total amount paid minus 20%.

Then contact Customer Service with the amount that the registrant should receive as a refund and ask them to process and provide confirmation when the refund has been processed.

Notification should also be provided to the content owner/activity director about the cancellation/refund.