

# CPD Common Questions

## 1. WHERE CAN I FIND THE MOST CURRENT INFORMATION ABOUT CPD PROGRAMING?

We will make every effort to present the programs as advertised but from time to time changes to speakers, content, dates and venues occur. Please visit The Law Society of Manitoba website [www.lawsociety.mb.ca](http://www.lawsociety.mb.ca) for the most up to date information.

## 2. WHEN WILL I RECEIVE AN INVOICE OR RECEIPT FOR REGISTRATION FEES?

Invoices and receipts will NOT be provided unless specifically requested. The Registration Form is your invoice. Your cancelled or returned cheque is your receipt.

## 3. WHEN WILL I RECEIVE MY PROGRAM MATERIALS?

For in person presentations, program material will be given to you upon attendance on the day of the program. If you have registered and paid but are unable to attend, materials will be sent out to you upon receipt of your cancellation.

## 4. WHEN AM I ELIGIBLE FOR A FULL REFUND?

- For regular programs, there will be a full refund if you have given notice that you cannot attend at least 5 working days before the date of the program.
- For limited enrolment programs, a full refund will be given **only** if the spot can be filled. If your spot is not filled, materials will be sent to you.

## 5. WHAT IF I DO NOT PROVIDE 5 WORKING DAYS NOTICE AND/OR MY SPOT CANNOT BE FILLED FOR A LIMITED ENROLMENT PROGRAMS?

No refund will be given and materials will be sent to you.

## 6. IS IT POSSIBLE TO TRANSFER MY REGISTRATION?

Yes, registration for all programs **is transferable** to another eligible person.

## 7. WHAT IS THE DIFFERENCE BETWEEN A TELE-CONFERENCE VS. A WEBINAR?

**Tele-Conference:** There is only an audio portion. You call in using your telephone to receive the audio of a live, in-person program.

**Webinar:** There is both an audio and a visual portion. Using your computer, you connect to a CPD program to view the PowerPoint presentation. Using your telephone, you call in to receive the audio portion. The speaker(s) may or may not be presenting to an in-person audience.

**GROUP DISCOUNTS** are available if you have more than 1 registrant all of whom will participate in the program from the same telephone or desktop.

- 2-4 people registering: 20% discount
- 5-10 people registering: 35% discount
- 11+ people registering: 50% discount

**8. WHAT ARE THE CRITERIA FOR A GROUP DISCOUNT?**

- A complete list of all group registrants must be provided at the time of initial Registration. *If additional registrations are submitted at a later date, a higher group discount will NOT be applied.*
- Attendees will be provided one access code and set of instructions for the group to connect and view the presentation from one location.

**9. FOR A TELE-CONFERENCE OR WEBINAR PROGRAM HOW WILL I RECEIVE THE INSTRUCTIONS & MATERIALS FOR THESE TYPES OF PROGRAMS?**

Registrants will receive an email a few days prior to the date of the program with detailed instructions on how to connect to the presentation and access any material.

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