



Date: April 13, 2025

1. General Policy

The Women CyberSecurity Society (WCSS) is a nonprofit organization committed to empowering and supporting women and marginalized groups in cybersecurity. As a nonprofit, many of our offerings are services, events, memberships, or donations rather than physical products. As such, our refund policy is outlined based on the type of transaction.

2. Event Registrations and Tickets

- **Refund Eligibility:** Refund requests for event registrations (virtual or in-person) must be made in writing to contact@womencybersecuritysociety.org no later than **7 days before the event date**.
- **Non-Refundable:** Registrations cancelled less than 7 days before the event or “no-shows” on the day of the event are not eligible for refunds.
- **Event Cancellation by WCSS:** In the rare event that WCSS cancels an event, registrants will be offered a full refund or the option to transfer their registration to a future event.

3. Memberships and Subscriptions

- Membership fees (individual or organizational) are **non-refundable** once processed.
- If you believe a membership was charged in error, please contact us within **30 days** of the transaction for review.

4. Donations

- Donations made to WCSS are considered **voluntary and non-refundable**, in accordance with Canada Revenue Agency (CRA) guidelines for registered nonprofits.
- If a donation was made in error or if you suspect fraudulent activity, please contact us within **15 days** of the transaction. We will investigate and resolve the matter accordingly.

5. Digital Products or Services

- Sales of digital content (e.g., downloadable guides, templates, webinars, or courses) are **final and non-refundable**, unless otherwise stated at the time of purchase.
- If you experience technical issues accessing a purchased digital product, please contact us and we will assist in resolving the issue.



6. Merchandise (If Applicable)

If WCS2 offers physical merchandise (e.g., branded apparel or materials):

- Returns will be accepted within **15 days of delivery** for items that are defective, damaged, or sent in error.
- To be eligible for a return, items must be unused and in original packaging.
- Return shipping costs are the responsibility of the buyer unless the return is due to an error on our part.

7. Processing Refunds

If your request qualifies for a refund:

- Refunds will be processed to the original payment method within **7–14 business days**.
- WCS2 reserves the right to deny any refund that falls outside the policy terms.

8. Contact Us

For any questions or refund-related inquiries, please reach out to:

Women CyberSecurity Society

✉ Email: contact@womencybersecuritysociety.org

🌐 Website: www.womencybersecuritysociety.org

This policy complies with the **British Columbia Business Practices and Consumer Protection Act** and is aligned with the principles of fairness, transparency, and accountability upheld by the **Office of the Privacy Commissioner of Canada** and the **Canada Revenue Agency** for nonprofits.