

## **CPDone Pass**

### Frequently Asked Questions

#### **1. When can I start using my Pass?**

You can start using your Pass on January 1 of the year listed in the title of the Pass. Your Pass is valid for eligible online learning activities occurring anytime during the calendar year listed in the title of the Pass.

#### **2. Which courses can I register for under the Pass?**

You can use your Pass for:

- Live webinars
- CLE-TV programs
- Scheduled rebroadcasts of webinars and CLE-TV programs, including the rebroadcasts that are part of the “Jump Start on CPD” series and the “CLE Summer Series” series

You cannot use your Pass for:

- Scheduled rebroadcasts of webinars and CLE-TV programs that are included in the “Last Kick at the Can” rebroadcast series
- Self-paced eLearning courses

CLEBC reserves the right to determine which programs are ineligible under the Pass. The Pass cannot be used for group webinar pricing (i.e. “plus-one pricing”). The Pass cannot be combined with any other discount offer.

#### **3. How can I find out how many CPD credit hours remain on my Pass?**

Log in to your CLEBC account and click on “My Order History.” On the right-hand side of the page you will see a box that says: “My CPOne Pass.” This will display the amount of CPD credit hours remaining on your Pass and any overage hours, if applicable.

#### **4. Can I register for a course that has more CPD credit hours than I have hours left on my Pass?**

Yes, you can redeem all the CPD credit hours remaining on your Pass and then any extra CPD credit hours will be charged at the rate of \$75 per CPD credit hour. For example, if you have 4 hours left on your Pass and you would like to attend a 6-hour course, you will redeem the remaining 4 hours and then pay \$150 (\$75 x 2).

Any further registrations in eligible online learning activities under section 2 will also be charged at a rate of \$75 per CPD credit hour. This amounts to a 25% discount on any CPD credit hours above and beyond the first 12 CPD credit hours.

#### **5. What happens to any remaining hours on the Pass after December 31?**

Any remaining hours on the Pass after December 31 are forfeit and cannot be redeemed or refunded.

## **6. Is the Pass refundable?**

You have 30 days from the date of purchase to request a refund for the Pass, as long as you have not registered for any courses under the Pass. Once you have registered for a course under the Pass, the Pass is no longer refundable.

## **7. Can I cancel my registration for a course for which I used the Pass?**

Yes, you can cancel your registration for any live webinar or rebroadcast that you signed up for with your Pass. For any course registered under the Pass:

- **If cancellation is made at least 5 business days (10 business days for limited enrolment programs) prior to the course date:**  
The hours of the cancelled course will be added back to the Pass.
- **If cancellation is made less than 5 business days (10 business days for limited enrolment programs) prior to the course date:**  
The hours of the cancelled course will not be added back to the Pass.

## **8. Will I receive a reminder before my Pass expires?**

As the end of the year approaches, you will receive:

- A reminder that your Pass will expire on December 31
- A notice of all CPD hours that have been earned so far and/or any remaining hours
- A summary of available options for consuming CPD hours from notification date until December 31

## **9. How do I renew my Pass?**

Renewal is automatic. Near the end of each year, we will send you a message reminding you that your Pass will automatically renew on January 1. You will have 30 days after the renewal notice to cancel your automatic renewal.