



## CANCELLATION & REFUND POLICY

There are times when a registrant for an AFP Calgary & Area conference, program or course may need to make a change of plans. Here is our policy regarding cancellations and refunds:

**Cancellations received up to 30 days prior** to the conference, program, or course: AFP Calgary & Area Chapter will issue full refunds for registrants who cancel up to 30 days (approximately four weeks) in advance of a conference less a \$25 processing fee.

**Cancellations received 29 to 16 days prior** to the conference, program, or course: AFP Calgary & Area Chapter will issue a **75% refund** for registrants who cancel up to 16 days in advance, less a \$25 processing fee.

**Cancellations received 15 to 8 days prior** to the conference, program, or course: AFP Calgary & Area Chapter will issue a **50% refund** for registrants who cancel up to 8 days in advance, less a \$25 processing fee.

**Cancellations received 7 days or less than 7 days prior** to the conference, program, or course: AFP Calgary & Area Chapter **will not issue refunds** for registrants who cancel less than 7 days in advance of a conference or course.

**Registrant substitutions:** Registrants have the option to send another person rather than attend the conference, program or course themselves. Please notify AFP Calgary & Area Chapter of the substitution as soon as feasible by email to: [info@afpcalgary.com](mailto:info@afpcalgary.com). Please note that if the registration is transferred from a member to a non-member, that individual will be charged the difference between the member and non-member rate.

**No shows:** If a registrant is unable to attend an education event and has not cancelled in advance or designated a substitute, their payment will not be refunded.

**Unexpected emergency situations:** The Calgary & Area Chapter Board of Directors may, at its discretion, grant compassionate exemptions to this policy. In the event a registrant faces an emergency situation that precludes their attendance, they may submit a written request to AFP Calgary & Area Chapter requesting an exception to this policy, with supporting documents that detail extenuating circumstances that could include such things as infectious disease, hospitalization, death of an immediate family member, loss of job, or serious accident. Any waiver of this policy and the terms of any exception shall be at the discretion of the Executive Committee of the board based on evidence provided by the registrant. Submission of a request for consideration does waive the refund policy until an exception has been approved.

**Transfers of registrations** and tickets will be gladly accommodated prior to any education program by submitting a written request to [info@afpcalgary.com](mailto:info@afpcalgary.com). Only one transfer/substitution is permitted per original registrant. The individual submitting the substitution request is responsible for financial obligations, including any balance due, associated with that substitution. Badge sharing or splitting is strictly prohibited.

### **Cancellation by AFP Calgary & Area Chapter**

AFP- Calgary & Area Chapter is occasionally faced with the necessity of postponing or cancelling educational sessions and other events. For events that are postponed, the Chapter will offer participants the option of a full refund of fees paid or the transfer of these fees to the rescheduled event. For events that must be cancelled, participants will be given the choice of a full refund of fees paid or may allow the Chapter to use the funds paid as a gift to support scholarships to Chapter events. In both instances, the participant must request the action within two weeks of notification. Refunds will be issued in the same form payment was made. Please allow two weeks for processing.

**Weather cancellations:** AFP Calgary & Area will use weather-determined cancellations based on local school district closures in the community where the program was to have taken place. If a program must be cancelled due to weather, an alternative date or a full refund will be offered.

**Program minimums:** AFP Calgary & Area aspires to offer the best education programs possible for its members and guests. This may include establishing a minimum participant level to assure maximum learning value. If a program must be cancelled due to under-enrollment, an alternative date or a full refund will be offered.

**Program cancellations by AFP Calgary & Area:** The chapter reserves the right to cancel any education event or substitute presenters for any reason. If AFP Calgary & Area cancels an event, the chapter will send a notice to the registrants and offer an alternative date or full refund.

**Cancellation and conference sponsors & exhibitors:** AFP Calgary & Area deeply values the partnership it develops with sponsors and exhibitors to deliver quality conferences for our members and the community. Sponsors and exhibitors will be contacted by AFP Calgary & Area to negotiate a reasonable resolution to the conference's cancellation or change in format or venue based on circumstances associated with the cancellation.

**Non-refundable related registrant expenses:** AFP Calgary & Area understands that some registrants may have made non-refundable reservations for such things as transportation or lodging in order to attend an event. If a registrant for a cancelled event will inform the Chapter of such circumstances and the vendor involved, AFP Calgary & Area will prepare a letter confirming that the event has been cancelled for the registrant to negotiate their own refund relationship with the vendor(s) involved. The Chapter does not accept responsibility for additional expenses incurred by the registrant.

*Questions about our cancellation policy or submitting ideas to make sure that our policies are respectful of diversity, inclusion, equity and access at all times, please feel free to contact us at [info@afpcalgary.com](mailto:info@afpcalgary.com) or 403-297-1033 Written Inquiries may be sent to: AFP Calgary & Area Chapter, P.O. Box 46052 Inglewood, Calgary, AB T2G 5H7*

Please check the box to indicate that you have read and understand this policy.