

OJUA POLICIES

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EVENT REGISTRATION REFUNDS AND CREDITS

1.0 **PURPOSE**

The purpose of this Policy is to establish a consistent practice for responding to requests for refunds for event registrations due to cancellations.

2.0 **GENERAL PROVISIONS**

Event registration forms shall clearly state that registrations cancelled in writing and received at the OJUA office by a specified date and time are eligible for a full refund. Cancellations received after that date cannot be refunded. Substitutions up to and including the day of the event are encouraged and incur no additional fee.

The Executive Committee has full discretion over refunds and/or credits and may make exceptions to the general cancellation policy for OJUA members in good standing on a case-by-case basis including cancellations for the following reasons:

- 2.0.1 Serious illness or death of a registrant or registrant’s immediate family;
- 2.0.2 Unavoidable unforeseen circumstances such as accident or natural disaster that prevents registrant from attending event.