



CANCELLATION & REFUND POLICIES

POLICY #1:

Education Workshops and Core Program Cancellations

Based on Policies Adopted by Washington Nonprofits

At AFP Advancement Northwest, we understand that sometimes things don't go according to plan. When "life happens," here is our policy regarding cancellations and refunds.

Registrant cancellations: AFP Advancement Northwest can issue full refunds for registrants who cancel up to 3 business days in advance of a program less a \$10 processing fee.

For events with registration fees less than \$10, AFP Advancement Northwest can issue full refunds for registrant who cancel up to 3 business days in advance of a program less a \$1 processing fee.

Registrant substitutions: Registrants have the option to send another person rather than attend a program themselves. Please notify AFP Advancement Northwest of the substitution as soon as feasible.

No shows: If a registrant is unable to attend an education event and has not canceled within three business days or designated a substitute, their payment will not be refunded.

Weather cancellations: AFP Advancement Northwest 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 canceled due to weather, an alternative date or a full refund will be offered.

Program minimums: AFP Advancement Northwest 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 canceled due to under-enrollment, an alternative date or a full refund will be offered.

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

Nonrefundable related registrant expenses: AFP Advancement Northwest understands that some registrants may have made nonrefundable reservations for such things as transportation or lodging in order to attend an event. If a registrant for a canceled event will inform the Chapter of such circumstances and the vendor involved, AFP Advancement Northwest will prepare a letter confirming that the event has been canceled 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 afpadvnw@aminc.org or (206)338-7374

Written Inquiries may be sent to:

AFP Advancement Northwest
PO Box 1592
Ferndale, Washington 98248

POLICY #2:

Conference and Seminar Cancellations by Registrants

Based on Policies Adopted by AFP Global and Washington Nonprofits

There are times when a registrant for an AFP Advancement Northwest conference may need to make a change of plans. Here is our policy regarding conference cancellations and refunds:

Cancellations received up to 45 days prior to the conference: AFP Advancement Northwest will issue full refunds for registrants who cancel up to 45 days (approximately six weeks) in advance of a conference less a \$30 processing fee.

Cancellations received 44 to 14 days prior to the conference: AFP Advancement Northwest will issue a 50% refund for registrants who cancel up to 14 days (two weeks) in advance.

Cancellations received less than 14 days prior to the conference: AFP Advancement Northwest will not issue refunds for registrants who cancel less than 14 days in advance of a conference.

Registrant substitutions: Registrants have the option to send another person rather than attend the conference themselves. Please notify AFP Advancement Northwest of the substitution as soon as feasible.

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

Unexpected emergency situations: In the event a registrant faces an emergency situation that precludes their attendance, they may submit a written request to AFP Advancement Northwest requesting an exception to this policy due 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.

POLICY #3:

Conference and Seminar Cancellations by AFP Advancement Northwest

Based on Policies Adopted by AFP Global March 2020 COVID-19 and Marketing Educators Association

In rare situations, it may be necessary for AFP Advancement Northwest to inform registrants, members and the public of a decision to cancel an advertised conference. These situations are generally considered severe disruptions to community life including the results of natural disaster, property damage, public health threats, or decrees issued by governing authorities.

When AFP Advancement Northwest is forced to cancel an advertised conference, here is our policy regarding cancellations and refunds which is designed to give each registrant and sponsor an opportunity to select a preference from three options:

Option #1 - A charitable contribution: Because a conference cancellation would generally be the result of a significant situation, registrants and sponsors may elect, and would be encouraged, to have their registration and/or sponsorship funds redirected as a gift to the Chapter. An acknowledgement letter will be sent to the registrant and/or sponsor reflecting the contribution details. Charitable gifts will help the chapter to recover from costs incurred prior to the event's cancellation and also provide resources to continue advancing the mission of AFP Advancement Northwest.

Option #2 - Pre-payment for the next conference event: Registrants may apply the funds to the next advertised conference event, which could include a change in venue from a physical space to an online presentation. The registration paid shall constitute full payment for future participation in the future conference even if there is an advertised price difference for the subsequent conference event. Depending on the circumstances associated with the cancellation, AFP

Advancement Northwest reserves the right to modify this option as appropriate to a particular situation.

Option #3 - Refund: A registrant or sponsor may request a full refund less a \$30 processing fee incurred for processing payments and credits.

Cancellation and conference sponsors & exhibitors: AFP Advancement Northwest 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 Advancement Northwest to negotiate a reasonable resolution to the conference's cancellation or change in format or venue based on circumstances associated with the cancellation.

Nonrefundable related registrant expenses: AFP Advancement Northwest understands that some registrants may have made nonrefundable reservations for such things as transportation or lodging in order to attend an event. If a registrant for a canceled event will let the chapter know of such circumstances and the vendor involved, AFP Advancement Northwest will prepare a letter confirming that the event has been canceled 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.