



Policies and Procedures

Cancellations and Refunds for Conventions and Meetings

POLICY

While GFWC attempts to make every accommodation of cancellations by registrants at its Annual Convention and meetings, there are administrative and direct costs incurred by GFWC, which must be covered.

Cancellations Up to 20 Business Days Prior to the Registration Cutoff Date

Cancellations received up to 20 business days prior to the registration cutoff date will receive a full refund, less an administrative processing fee of five percent.

Cancellations Less Than 20 Business Days Prior to or on the Registration Cutoff Date

Registrants who cancel less than 20 business days prior to, or on, the registration cutoff date will receive an 80 percent refund of the registration fee (Convention) or package price (other meetings), and an 80 percent refund of any special event, tour, or meal function tickets purchased.

Cancellations After Registration Cutoff Date and up to 10 Business Days Prior to Convention Convening

Cancellations received after the registration cutoff date, and up to 10 business days prior to the date the Convention or meeting convenes, will receive a 50 percent refund of the registration fee (Convention) or package price (other meetings), and a 50 percent refund of any special event, tour, or meal function tickets purchased.

Cancellations Less Than 10 Business Days Prior to the Convention Convening or Fail to Cancel/Don't Attend

Registrants who cancel less than 10 business days prior to when the Convention or meeting convenes, or who fail to cancel and do not attend, are responsible for the full registration or package amount, including any special event or tour tickets purchased. Alternate attendees are welcome to replace a registrant at no additional cost. Registrants may request to have their tickets for tours, meals, and/or any other special

events sold on their behalf by GFWC to other attendees for a 50 percent refund if resold. GFWC will make reasonable efforts to resell these tickets, but does not guarantee that they will be sold. In the event that they are not sold, the registrant will not receive any refund. Attendees who purchase tickets from registrants who have cancelled are responsible for making payment to GFWC. Registrants will be reimbursed within 30 business days following the adjournment of the Convention or meeting.

Cancellations Due to Death or Illness

Full refunds are honored to registrants who must cancel due to a death in their immediate families (children, parents, spouse/partner, grandchildren, and siblings) or who incur physical harm or illness requiring medical attention. Appropriate documentation from a doctor, funeral director, or other official is required.

In summary:

Cancellations received up to 20 business days prior to the registration cutoff date	Full refund, less five percent administrative fee
Cancellations received less than 20 business days prior to, or on, the registration cutoff date	80 percent refund
Cancellations received after the registration cutoff date and up to 10 business days prior to the convening of the Convention or meeting	50 percent refund
Cancellations received within 10 business days prior to the convening of the Convention or meeting or no-shows	No refund; if event tickets are resold then 50 percent refund of event tickets

PROCEDURES

- 1) Cancellation of registration and optional ticketed events must be submitted in writing and with appropriate documentation to the Convention and Meetings Coordinator.
- 2) The Convention and Meetings Coordinator will confirm receipt of the cancellation request within one business day to the registrant—and will document such contact.
- 3) Refund requests with appropriate documentation, along with a completed Refund Request Form, are submitted by the Convention and Meetings Coordinator to the Finance Assistant, who will issue a refund check within 10 business days following the request for a refund, except for those registrants who opt to have GFWC sell their event tickets.
- 4) Registrants who cancel and opt to have GFWC sell their tickets will not have their reimbursements processed until after the Convention or meeting adjourns in order for GFWC to calculate the appropriate refund amount. Reimbursement in this case will be processed within 30 business days following the adjournment of the Convention or meeting.
- 5) All refund requests must have a Refund Request Form submitted for review by the Finance Assistant.

- 6) No refunds will be issued on cancellation requests received after the Convention or meeting adjourns, unless cancellation is due to a death in their immediate families (children, parents, spouse/partner, grandchildren, and siblings) or unless the registrant incurred physical harm or illness requiring medical attention. Appropriate documentation from the registrant's doctor, funeral director, or other official will be required.
- 7) Tickets for meal functions, tours, and/or special events being sold by the registrant who must cancel is coordinated by GFWC at the GFWC registration desk onsite.
 - a) Attendees who wish to purchase a ticket from a cancelled registrant must do so through the GFWC registration desk onsite and make payment via check or credit card (MasterCard or Visa) to GFWC.
 - b) Within 15 business days following the Convention, the Convention and Meetings Coordinator will provide the registrant with a summary of which tickets were sold and which went unsold.
 - c) Within 30 business days following the Convention, GFWC will issue a refund check to the registrant for the amount GFWC collected on her behalf for those sold tickets.