



National Association of ~~Elected~~ Emergency and Fire Officials

Event Cancellation

Category: ADMINISTRATIVE

Policy Number 8

Approved: February 14, 2009

Revised: ~~December 12,~~
~~2015~~ March 13, 2021

REFERENCE

SCOPE

This policy applies to any events put on by the National Association of Elected Emergency and Fire Officials (NAEFO) and all persons registered for any events hosted by ~~the National Association of Elected Fire Officials~~ NAEFO.

PURPOSE

To establish clear cancellation guidelines for meetings, events, and refunds.

POLICY

8.10 EVENT CANCELLATION BY NAEFO

- NAEFO reserves the right to cancel an event due to low enrollment or other circumstances.
- If NAEFO cancels an event, registrants will be offered a full refund.
- Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer registration to the same or similar event at ~~the new~~, future date.

8.11 REGISTRATION CANCELLATION BY A PARTICIPANT/REGISTRANT

- Registration cancellations received twenty-one (21) days prior to the event date, will receive a full refund ~~for you~~ of the registration.
- Registration cancellations received between twenty (20) and eight (8) days prior to the event date, will receive a 50% refund ~~for you~~ of the registration.
- Registration cancellations received ~~after~~ seven (7) days prior to the event date, will not receive a refund.
- Cancellations will be accepted via phone or email, and must be received by the stated cancellation deadline.
- All refund requests must be made by the registrant or registrant's district organization or attendee.
- Refund requests must include the name of the ~~attendee~~ registrant and district.

8.12 REGISTRATION SUBSTITUTION BY A PARTICIPANT

- If an attendee is unable to attend the event, they may substitute, by arrangement with NAEFO prior to the event date, someone else from the same district, with no penalty.

REVISION HISTORY

<u>Revision Date</u>	<u>Author</u>	<u>Revision</u>
<u>February 14, 2009</u>	<u>Unknown</u>	<u>Initial version</u>
<u>December 12, 2015</u>	<u>Unknown</u>	<u>Unknown</u>
<u>September 16, 2020</u>	<u>Monte Olsen</u>	<u>Renamed association; reworded to acknowledge any emergency service organization; eliminated inconsistent wording; corrected language for cancellations received seven (7) days prior to the event date.</u>



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- Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer registration to the same or similar event at a future date.

8.11 REGISTRATION CANCELLATION BY A REGISTRANT

- Registration cancellations received twenty-one (21) days prior to the event date, will receive a full refund of the registration.
- Registration cancellations received between twenty (20) and eight (8) days prior to the event date, will receive a 50% refund of the registration.
- Registration cancellations received seven (7) days prior to the event date, will not receive a refund.
- Cancellations will be accepted via phone or email and must be received by the stated cancellation deadline.
- All refund requests must be made by the registrant or registrant's organization.
- Refund requests must include the name of the registrant.

8.12 REGISTRATION SUBSTITUTION BY A PARTICIPANT

- If an attendee is unable to attend the event, they may substitute, by arrangement with NAEFO prior to the event date, someone else from the same district, with no penalty.

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