



National Association of Emergency and Fire Officials

Event Cancellation

Category: ADMINISTRATIVE

Policy Number 8

Approved: ~~February 14, 2009~~
Revised: ~~March 13, 2021~~ April 15, 2023

REFERENCE

SCOPE

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

8.11 REGISTRATION CANCELLATION BY A REGISTRANT

- For registration cancellations received twenty-one (21) days prior to the event date, the ~~Administrative Assistant~~ Treasurer or designee will issue a full refund of the registration.
- For registration cancellations received between twenty (20) and eight (8) days prior to the event date, the ~~Administrative Assistant~~ Treasurer or designee will issue a 50% refund of the registration.
- For registration cancellations received seven (7) days prior to the event date, no refunds will be issued; however, refunds for extraordinary situations may be appealed to the Board of Directors.
- Cancellations must be made in writing or by electronic mail to NAEFO 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.

- Refunds will be made to the individual or organization that paid for the registration.

8.12 REGISTRATION SUBSTITUTION BY A REGISTRANT

If a registrant is unable to attend the event, the registrant may substitute, by arrangement with NAEFO prior to the event date, someone else ~~from the same organization~~, with no penalty.

REVISION HISTORY

Revision Date	Author	Revision
February 14, 2009	Unknown	Initial version
December 12, 2015	Unknown	Unknown
March 13, 2021	Monte Olsen	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.
June 5, 2021	Monte Olsen	Specifically made Administrative Assistant responsible for issuing refunds; added appeals for extraordinary situations; eliminated inconsistent wording in 8.12.
<u>April 15, 2023</u>	<u>Monte Olsen</u>	<u>Changed responsibility of issuing refunds from the Administrative Assistant to the Treasurer or designee; clarified that cancellation requests may be made by electronic mail; added that refunds will be made to the individual or organization that paid for the registration; removed restriction that substitute registrant must be from the same organization of the original registrant</u>