



# *National Association of Emergency and Fire Officials*

## Event Cancellation

Category: ADMINISTRATIVE

Policy Number   8  

Approved: February 14, 2009

Revised: March 13, 2021

### 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

- ~~Registration~~ For registration cancellations received twenty-one (21) days prior to the event date, the Administrative Assistant will ~~receive~~ issue a full refund of the registration.
- ~~Registration~~ For registration cancellations received between twenty (20) and eight (8) days prior to the event date, the Administrative Assistant will ~~receive~~ issue a 50% refund of the registration.
- ~~Registration~~ For registration cancellations received seven (7) days prior to the event date, ~~will not receive a refund~~ no refunds will be issued; however, refunds for extraordinary situations may be appealed to the Board of Directors.
- Cancellations ~~will be accepted~~ must be made in writing 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.

## 8.12 REGISTRATION SUBSTITUTION BY A ~~PARTICIPANT~~REGISTRANT

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

### REVISION HISTORY

| Revision Date  | Author             | Revision  |
|--|--------------------|---|
| February 14, 2009                                      | Unknown            | Initial version   |
| December 12, 2015                                      | Unknown            | Unknown   |
| <del>September 16, 2020</del><br><u>March 13, 2021</u> | 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. |
| <u>June 5, 2021</u>                                    | <u>Monte Olsen</u> | <u>Specifically made Administrative Assistant responsible for issuing refunds; added appeals for extraordinary situations; eliminated inconsistent wording in 8.12.</u>                                 |



# *National Association of Emergency and Fire Officials*

## Event Cancellation

Category: ADMINISTRATIVE

Policy Number   8  

Approved: February 14, 2009

Revised: March 13, 2021

### 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 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 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 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.

## 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.  |

DRAFT