



Cancellation, No-show and Refund Policy

Proposed By: David Arterburn, EPNC President

Adopted: October 10, 2018

Approved Revision: September 21, 2023

It is the policy of the club that any individual (either member or non-member) who has registered to attend a Club event, is responsible for the associated fee, regardless of whether they participate in the event or activity, unless they have communicated their desire to cancel consistent with the cancellation/no-show/refund terms established for the event.

Specific Situations:

- If the Club preemptively cancels an event or activity, full refunds will be issued to all pre-paid registrants.
- If a member registers and prepays for an event or activity, but later cancels their registration consistent with the published cancellation/no-show/refund terms for the event, then a partial refund (amount paid less processing fees) will be issued.
- If a member registers without payment for an event, and then fails to participate, but did not communicate a request to cancel consistent with the published cancellation/no-show/refund terms for the event, then they will be asked to pay the participation fee to the club within 15 days following the event.

Exceptions: Dire circumstances may arise, and will be decided on a case-by-case basis with the concurrence of at least one board member and either the Treasurer or the President.

Deviations are considered on a case-by-case basis, and do not establish precedent, or a de-facto change or amendment to this policy.

The factors that should be taken account when considering a deviation from this policy include:

- The opportunity to enhance goodwill with the membership
- Avoidance of financial impact to the club
- The explicit request (or absence thereof) by an affected member

The Treasurer will report to the Board on each exception acted upon.