EDMONTON CHAPTER POLICY
EVENT CANCELLATION AND REFUNDS

The chapter is required to book hotel space well in advance of events to ensure we have guaranteed space.

This commitment includes both room rentals as well as meals. Where we have guaranteed to use a room or more typically have ordered a set number of meals we become liable for those costs if we cancel.

This requires that we set firm cut-off dates for registration to ensure the chapter does not pay any more than absolutely necessary for an event. We have therefore established the following policy with regard to cancellations.

Registration and Cancellation Policies for IIA Edmonton Chapter Events

Registration

Online registration is required for all IIA Edmonton events and luncheons through our website: https://chapters.theiia.org/edmonton. For each event or luncheon, there will be a link posted on our website to the appropriate registration site.

Each registrant will receive an e-mail confirmation of the registration. If you do not receive a confirmation, please contact Director of Events Management.

Cancellation Policy

Chapter Initiated Cancellations:
The Chapter reserves the right to cancel an event due to insufficient participation or other unforeseen circumstances. If the Chapter cancels an event, the Chapter will notify registered attendees by e-mail a week prior to the event. Paid registrations will be refunded.

Attendee Initiated Cancellations:
If a registered attendee needs to cancel their registration, the cancellation procedures are as follows. Each event will post a final registration date.

- Cancellation Request Received Prior to the Registration Cut-Off Date:
  - If initially paid by check or cash, full refund will be issued by check.
  - If initially paid by credit card, full refund will be credited back to the credit card.
Cancellation Request Received after the Registration Cut-Off Date:
  - No Refund
  - If payment was not received, you will be invoiced if you fail to attend or send a substitute.

Cancellations can be made by phone or e-mail (preferred) to Director of Events Management, Vice President Programs or Chapter President.

Substitutions:
Registrations are always transferable, so substitutions are allowed if you are unable to attend.

Special Circumstances:
The Chapter acknowledges that extenuating circumstances may cause an attendee to cancel their registration. In these instances, refund considerations will be made on a case by case basis.

Payment Policy
The Chapter has implemented an on-line Credit Card payment system for all events (luncheons and seminars).

The Chapter currently accepts the following payment options
  - Visa and MasterCard
  - Pre-paid ticket

Luncheons:
- Pay at the Door. Starting August 1, 2013, this option is no longer available. In addition, walk-ins and late registrations are no longer accepted.

- Pre-paid Ticket Packs. Starting August 1, 2013, pre-paid ticket packs are no longer available. We will certainly honour all pre-paid ticket purchases made prior to August 1, 2013, but ask that you assist us by utilizing these tickets before the last luncheon slated for May 20, 2014. The Pre-paid Tickets are fully transferable.

The Chapter may make changes to this policy as deemed necessary. Any changes to the policy will be communicated via email and will be posted on our website.