



VIRGINIA AREA ASSEMBLY
REFUND POLICY FOR NON-ATTENDANCE
AT SPRING AND FALL ASSEMBLIES

May 22, 2018

This document is the written statement of the Area 57 (Virginia) Assembly registration fee refund policy that has been in effect for the last five years or more in unwritten form.

POLICY Because of the Area's obligation to pay for hotel rooms reserved for Assemblies, it is the Area 57 general policy that registration fees will not be refunded if a member who has registered and paid does not attend the Assembly and no substitute or replacement member can be identified. Exceptions may be made for serious emergencies.

PROCEDURE:

1. After registering for an Assembly and paying the registration fee, if a member decides not to attend, he or she has the responsibility to find someone to attend in his or her place. The substitute can be someone else from the same or a different Group, and the member need only provide the registration committee with the name of the new substitute.
2. If the registered and paid member who decides not to attend the Assembly is unable to find a replacement, he or she may contact the registration committee contact person and ask the committee to find a replacement. The earlier this is dealt with, the better is the chance that the substitution can be arranged. If no substitute can be identified, refer to paragraph 3 below.
3. If the registered and paid member who decides not to attend the Assembly simply does not show up and does not arrange for a substitute or representative, there will be no refund unless the no-show situation is due to one of the serious emergencies defined below in paragraph 5. In this case, the member should contact the Area Treasurer to request a refund and explain the reason for not attending.
4. When deciding whether or not to give the member a refund, the Treasurer will consider whether or not the member's reason for missing the Assembly is covered by one of the exceptions defined below in paragraph 5. If the member disagrees with the Treasurer's decision, he or she may appeal to the Area Chair.
5. Definition of a serious emergency:
 - a. Death or serious illness and/or hospitalization of a loved one.
 - b. Sudden, serious illness or injury of the member/registrant.
 - c. Emergency at home (tree falls on house/car, fire, flood, serious storm, etc.).
 - d. Other sudden and very serious event.