

## CANCELLATION AND REFUND PROCEDURE

<b>PROCEDURE NUMBER:</b>	ADM-02
<b>EFFECTIVE DATE:</b>	March 28, 2018 (approved by Executive)
<b>AMENDED:</b>	N/A
<b>REVIEWED:</b>	May 2, 2019 (reviewed by Executive)

Section 3.4 of Bylaw No. 1-2015 of the Alberta Municipal Clerks Association sets out that:

The Executive Committee shall, subject to the bylaws or directions given by a majority vote at any meeting properly called and constituted, have full control and management of the business and affairs of the Association and shall transact the business of the Association including policy matters, arrange meetings of the Association, study and refer all matters of interest to the Association and perform such other matters as may be deemed to pertain to the advancement, welfare and best interest of the Association and its members.

### 1.0 PROCEDURE

- 1.1 A procedure that provides for AMCA to receive a payment to cover any costs incurred as well as a small fee for administrative time spent processing the cancellation.
- 1.2 PayPal charges a 3% surcharge for any payments received. Administration fees include cost of reimbursement cheque (bank service charges), stationery costs and postage.

#### Annual Conference

- 1.3 Cancellation fee of \$25 provided the cancellation is received prior to the cut off date for forwarding numbers to the hotel (normally 1 week before). If cancellation is received after that date, no refund is provided.

#### Workshops

- 1.4 Cancellation fee of 5% of fee paid for registration provided the cancellation is received prior to the cutoff date for forwarding numbers to the hotel (normally 1 week before). If cancellation is received after that date, no refund is provided.
- 1.5 Conference and workshop registrations can be transferred to another person at no extra cost. Information about the new registrant to be forwarded to AMCA (the treasurer).
- 1.6 As there are times when extenuating circumstances cause a cancellation to occur, requests for a reimbursement after the cutoff date will be reviewed by the Executive to determine if an "exception to the rule" will occur and reimbursement of a portion of the fees will be provided. These requests to be forwarded to the Treasurer.