



Cancellation Policy.

Training and continuing education programs are designed to promote a reliable and consistent learning experience for members. While schedules change, and emergencies unfortunately occur, when reservations are cancelled, particularly close to the event date, additional personnel and financial resources are expended, the cost of which are often difficult if not impossible to recoup. Therefore, refunds for cancelling participation in a training or continuing education program will only be provided in accordance with this Cancellation Policy.

1. 30 or More Days Prior. Cancellations made 30 or more days in advance of the event date will receive a full refund, minus a \$25.00 administrative fee.
2. 14-30 Days Prior. Cancellations made between 14 to 30 days in advance of the event's date will receive a full refund, minus a \$50.00 administrative fee.
3. 14 Days Prior. Cancellations made 14 days or less in advance of the event date are not eligible for a refund.
4. Exception Requests. Notwithstanding the preceding sections, refunds may be provided in accordance with the terms of this section.
 - a. *Bereavement*. Full refunds will be given in the event of the death of the registrant or an immediate family member of the registrant. A registrant's immediate family includes any of the following: spouse, child, parent, sibling, grandparent, grandchildren, parent-in-law, child-in-law, sibling-in-law, stepparent, stepchild, stepsibling, step-grandparent, or step-grandchild.
 - b. *Critical Illness*. Full refunds will be given in the event the registrant suffers from a critical illness. A critical illness is one in which:
 - The registrant or an immediately family member of the registrant requires inpatient medical care. Immediate family is defined in the above subsection 4(a).
 - The registrant is under the care of a physician and has been deemed contagious.
 - c. *Transportation Failure*. Full refunds may be given in the event the registrant is unable to attend the event due to an unforeseen transportation failure. Examples of an unforeseen transportation event include: motor vehicle accident on the way to the event; a flat tire on the way to the event; or cancellation/delay of air/bus/train travel beyond the control of the registrant.

- d. *Event of Force Majeure.* If a force majeure event occurs and prevents the registrant from attending the event, a full refund may be provided. A force majeure event includes:
 - An act of God, such as, but not limited to, fires, explosions, earthquakes, tidal waves, and floods;
 - War, hostilities (whether war be declared or not), invasion, or act of foreign enemies.
 - Riot, commotion, or strike.
 - Acts or threats of terrorism.
5. Documentation. To receive a refund, a registrant must submit written documentation to the League of Oregon Cities (LOC) identifying why they believe a refund is entitled.
 - a. *Format.* The written documentation can be in the form of an email or letter which identifies the registrant's name, the name of the event the registrant is enrolled to attend, the date of cancellation, the reason for the cancellation, and an explanation of why the registrant believes they are entitled to a refund.
 - b. *Submission.* All requests for refunds shall be submitted to the LOC either at: loc@orcities.org; or, LOC, 1201 Court Street NE, Suite 200, Salem, Oregon 97301.
 - c. *Additional Document.* LOC reserves the right to ask a registrant seeking a refund for additional documentation to support their request. For example, in the event a registrant is seeking a refund due to a critical illness, LOC reserves the right to ask for a statement from the registrant's medical provider.
 - d. *Discretionary Approval.* The LOC Executive Director has sole and exclusive discretion to grant a refund, provided the terms and conditions of this Cancellation Policy are followed.
6. Refunds. If LOC determines that a registrant is entitled to a refund, the refund will be processed, and the registrant reimbursed within 60 days of LOC's decision to grant the refund request.