

LOC Cancellation Policy

The LOC training and conference offerings 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 the training/conference will only be provided in accordance with this LOC Cancellation Policy.

1. **Substitutions.** If you are unable to attend, we encourage you to send a substitute, by sending a substitute no administrative fees will be assessed. Please notify the LOC staff outlined below in section 9(b), with the notice of substitution including the name and email of the substitute.
2. **49 or More Days Prior.** Cancellations made 49 or more days in advance of the event date will receive a full refund, minus a \$25.00 administrative fee.
3. **21-49 Days Prior.** Cancellations made between 21 to 49 days in advance of the event date will receive a full refund, minus a \$50.00 administrative fee.
4. **21 Days Prior.** Cancellations made 21 days or less in advance of the event date are not eligible for a refund.
5. Cancellations shall not be accepted over the phone.
6. If you registered and requested an invoice with a pay-later option, you will be billed for the applicable cancellation fee outlined above.
7. If you registered, and the registration fee was not yet paid in full, and you cancel after 21 days prior to the event date, you will be billed for the full registration amount.
8. **Cancellation 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 immediate family member of the registrant, requires in-patient medical care— “immediate family” is defined above in subsection 8(a).
 - The registrant has been deemed contagious and is under the

care of a physician.

- 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 may include the following: 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. **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 the following:
 - 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; or
 - Acts or threats of terrorism.
9. **Documentation.** To receive a refund, a registrant must submit written documentation to the 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
 - b. **Submission.** All requests for refunds shall be submitted to the LOC either via email at: loc@orcities.org, or mail a letter to League of Oregon Cities, 1201 Court Street NE, Suite 200, Salem, Oregon 97301.
 - c. **Additional Documents.** The 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, the 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.
10. **Refunds.** If the LOC determines that a registrant is entitled to a refund, the refund will be processed, and the registrant reimbursed within sixty (60) days of the LOC's decision to grant the refund request.