

Cancellation and Refund Policy Version 1.0

Active U

GENERAL

The Active U Cancellation and Refund Policy outlines

- a. How to cancel from an event.
- b. No-shows.
- c. Cancellation policy for paid events.
- d. Refund policy.

POLICY AND PROCEDURES

The Active U Cancellation Policy has been designed out of consideration for event attendees and coordinators, to ensure that the following situations are avoided as often as possible:

- Event coordinators and attendees being left to waste time waiting for members who do not show up for an event.
- Unnecessary last-minute drop-outs which result in people from the waiting list not being able to get on to the event, or the event itself being changed as a result (i.e. not enough drivers)
- The Active U and/or event participants being forced to make up for another member's financial responsibilities.

These policies are not designed to punish people, but only to be fair to all concerned parties. As well, exceptions may be made to this standard cancellation policy for any event. If there are exceptions to the policy, they will be stated as part of the event details. Make sure you read the event details carefully.

A. How to cancel from an event:

Free or Pay-What You Can Events

If you are unable to attend an Active U event for which you have signed up, please delete your registration or inform the event coordinator as soon as possible to allow another member from the waiting list to take your place.

Events Requiring a Carpool

As organizing a carpool is time consuming and maximizing the number of passengers is crucial to minimizing the cost of event participants, any member who cancels for an event with a carpool after the cancellation deadline will be banned from future events and no refund will be issued. If the member cancels because of extenuating circumstances (e.g. death in the family, illness), the Executive may decide to make an exception to this policy. Event coordinators will attempt to send out a reminder e-mail within 24 to 48 hours of the carpool/meeting time; However, it is the responsibility of each attendee to be aware of their events and abide by the cancellation policy.

Paid Events

Any member who cancels for a paid event after the cancellation deadline will be banned from future events and no refund will be issued. If the member cancels because of extenuating circumstances (e.g. death in the family, illness), the Executive may decide to make an exception to this policy.

B. No-shows

A no-show is awarded to a member who does not show up to an event for which they were registered and they did not notify the event coordinator. Any member who does not show up to an **event with a carpool, or a paid event** will be banned from future events and no refund will be issued. If the member cancels because of extenuating circumstances (e.g. death in the family, illness), the Executive may decide to make an exception to this policy.

C. Paid Events

Events requiring pre-payment to the Active U often require that a deposit and/or final payment be made to the venue or service provider in advance. Additionally, the final cost of the event per person is based on the number registered at the time of the registration cut-off. Generally speaking, there is no refund for a paid event when a member cancels past the registration cut-off date. However,

- o The event coordinator may help the member unable to attend contact members on the wait list, in an effort to fill the vacant spot and allow the cancelling member to retrieve some or all of their payment. Payment arrangements are to be made between the two members and will not be processed by the Active U Treasurer.
- o If no suitable replacement is found, or the cancellation is made too near to the event date so as to allow for a replacement to be found, no refund will be provided, no matter the reason for the cancellation, should the organization or other event participants be required to cover the cost incurred by the cancelling member.
- o In the event that the vacated spot is able to be filled by a suitable replacement, the transaction fee (\$3.00 or 3% of the event cost) will be withheld from the refund, in addition to any costs associated with refunding the money.

D. Refunds

- A full refund (including transaction surcharge) will be issued if an event is cancelled by the Organization.
- A full refund (including transaction surcharge) will be issued to a member on a wait list who has paid if a spot on the event does not become available.
- A full refund (not including transaction surcharge) will be issued to a member who has paid for an event but cancels before the registration cut-off date passes.
- For all other circumstances, please refer to our Cancellation Policy for other information.