



Section E9

Eastern Region
Order of the Arrow
Scouting America

CONCLAVE REFUND POLICY

I. CONCLAVE & SECTION MEMORABILIA

When an Arrowman places an order for Conclave or Section memorabilia through the registration website, such orders are not eligible for a refund, regardless of when the order was placed. If the Arrowman is unable to attend Conclave, the memorabilia will be delivered to the lodge and the Arrowman can obtain their memorabilia from the lodge after Conclave is over.

II. CONCLAVE REGISTRATION FEES (REGISTRATION “SWAP”)

In the event a participant registers for Conclave and later determines he or she is unable to attend, no monetary refund is available from the Section after April 1st of the Conclave Year. However, a participant may recruit another Arrowman (from the same lodge) to attend in his or her place. The two Arrowmen may work out between themselves the reimbursement of any registration fees already paid.

The newly recruited Arrowman should: (1) arrive at Conclave, (2) bring an email from the Arrowman who is not attending showing that the swap has been made, and (3) register as a “walk-on” participant. Swapped registrants will not be required to pay the walk-on fee.

III. REFUNDS

Conclave registration fees (event base fee plus any applicable late and walk-on registration fees) will only be refunded prior to April 1st of the Conclave year or in the event of a postponement or cancellation of Conclave. **Lodge delegate fees and memorabilia purchases are not eligible for a refund unless otherwise approved by the respective delegate lodge & council.**

IV. CONTACT

If you have any questions or would like more information, please contact support@oae9.org.