

## Susquehanna Valley Ministry Center Continuing Education Event Cancellation and Refund Policy

*The Susquehanna Valley Ministry Center is committed to providing exceptional and meaningful events. If cancellation is necessary, we ask that you please be aware of the following guidelines. Thank you.*

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### **Cancellation by SVMC:**

SVMC reserves the right to cancel an event due to low enrollment, inclement weather or other circumstances which would make the event non-viable. If SVMC cancels the event, registrants will be notified by email or phone within 24 hours, and will be offered one of the following refund options:

1. Receive full credit for a future SVMC continuing education event
2. Receive full refund (refunds will be issued by check, even if registration was made with credit card)
3. Donate full registration fee to SVMC

### **Cancellation by registrant (if event is held in person):**

1. Registrants may send someone in their place. (Registration fee exchanges will take place between registrant and their replacement, not SVMC).
2. If unable to find replacement, please notify SVMC of cancellation within 48 hours. **(We understand there may be circumstances when that is not possible due to family or church-related emergencies. We will give grace in those situations).**
3. If SVMC is notified within 48 hours, registrant will receive 50% of registration fee. (We are unable to refund full registration for events held in person because catering services have already been ordered). From this 50%, registrants will have the following options:
  - a. Receive 50% refund (refunds will be issued by check)
  - b. Donate the full registration fee to SVMC
4. If registrant does not contact SVMC of cancellation, we are unable to offer a refund option.

### **Cancellation by registrant (if event is held in an online format such as Zoom):**

1. Registrant may have another person attend in their place. (Registration fee exchanges will take place between registrant and their replacement, not SVMC).
2. If unable to find a replacement, please notify SVMC within 24 hours. **(We understand there may be circumstances when that is not possible due to family or church-related emergencies. We will give grace in those situations).**
3. If SVMC is notified within 24 hours, registrant will be refunded 75% of registration fee. From this 75%, registrants will have the following options:
  - a. Receive 75% refund (refund will be issued by check)
  - b. Donate the full registration fee to SVMC
4. If registrant does not contact SVMC of cancellation, we are unable to offer a refund option.