

Susquehanna Valley Ministry Center

Policy for Continuing Education Event Cancellation and Refunds

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 (plus any platform fees)
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.) 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 (less any platform fees)
 - b. Donate the full registration fee to SVMC
3. 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 have the following options:
 - a. Receive full refund (less any platform fees)
 - b. Donate full registration fee to SVMC
4. If registrant does not contact SVMC of cancellation, we are unable to offer a refund option.

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