



Cancellation and Refund Policy
Policy ID: PGM001
Status:
Effective Date: May 3, 2016

1.0 Purpose. The purpose of this policy is to establish consistent methods for managing cancellations and refunds for PMI Pikes Peak Regional, Colorado chapter (PMI PPRC) events. This enables the chapter to properly plan for catering, venue expenses, and marketing efforts.

2.0 Application. This policy applies to registrants for chapter events. It does not apply to speakers, presenters, or instructors. This policy supersedes Policy PGM001 dated December 15, 2010.

3.0 Policy.

3.1 Cancellation of registrations for chapter events will be honored and refunds granted when a cancellation is completed/received by 11:59 PM seven business days before the event; e.g., Thursday the week prior by 11:59 PM for a Thursday chapter meeting, Saturday the week prior by 11:59 PM for a Saturday workshop. This lead time allows for adjustments in meal reservations, materials and books for classes, and timely notification of persons who might be on a waiting list for the event. Variations to this policy may be necessary on a case by case basis due to contract agreements with speakers or other special circumstances. Variations to the cancellation deadlines and fees will be published with the event registration information.

3.2 PMI PPRC will not refund or credit to future events any registration fees for cancellation requests received after the cutoff date unless emergency circumstances apply. In all cases registrants may elect to have someone attend in their place as an alternative to forfeiting the registration fee.

3.3 Registrants are responsible for verifying that the amount being charged is the amount that is expected to be charged for events.

3.4 When an event is canceled by PPRC, refunds will be made in full. If an event is postponed to an alternate date, registrants will be given an opportunity to cancel the registration without fee should they not be able to attend on the alternate date. PMI PPRC reserves the right to cancel an event due to low enrollment, inclement weather, or other circumstances which would make the event non-viable. Cancellations of any associated travel reservations (airfare, hotel, car rental, etc.) are the responsibility of the registrant.

3.5 PMI PPRC periodically sponsors workshops and seminars that are conducted by outside organizations. Cancellation policies of the company/organization that is conducting the event take precedence over the PMI PPRC Cancellation and Refund Policy even though the actual cancellation notice may be distributed by PMI PPRC. Cancellations of any associated travel reservations (airfare, hotel, car rental, etc.) are the responsibility of the registrant.

4.0 Cancellation Fees.

4.1 If a refund is appropriate, there will be a processing and handling fee associated with refunds for seminars, workshops, and special events. These fees also apply to refunds requested because of overpayment or duplicated registrations. The PMI PPRC Chapter Board of Directors will establish cancellations fees that apply to seminars, workshops, and special event cancellations. No cancellation fees apply to monthly chapter dinner meetings.

4.2 Cancellation fees are intended to cover commitments and reasonable expenses incurred by the chapter when refunds are issued, including bookkeeping costs, printing or reproduction costs, event management costs, costs of issuing a refund, and/or the processing fees charged by a credit card processing company.

5.0 Procedures.

5.1 The preferred method for canceling a registration is via the PMI PPRC website. To cancel a registration, login to the PMI PPRC website, select the event, and cancel your registration. If eligible for a refund, select the "Request Refund" button.

5.2 If the website is not available due to an outage or error, contact the VP of Finance at **VP_Finance@pmipprc.org** requesting cancellation of event registration and a refund, if appropriate.

5.3 If a refund is due, the VP of Finance will process the refund within 10 business days.

6.0 Proponent. The proponent for this policy is the PMI PPRC VP of Finance.