

CNMA CANCELLATION GUIDANCE

This guidance is issued to provide the California Nevada Moose Association (CNMA) cancellation guidance for the Annual Convention, Mid-Year Conference, and Training.

ANNUAL CONVENTION (AC) AND MID-YEAR CONFERENCE (MYC) CANCELLATION GUIDANCE

BACKGROUND:

Registration for the AC and MYC can be made using the online registration form or a manually prepared form. This form allows for the purchase of registration, meals and events held during the AC and the MYC.

The CNMA signs contracts with our hosting hotels for all ACs and MYCs. These contracts have stipulations regarding guaranteeing a specific number of hotel nights and guaranteed meals. If these guarantees are not met the CNMA bears the cost of the nights and meals even though they are not utilized.

In addition, as a service to our members we have not been charging debit, credit, and Point-of-Sale (POS) fees to our members. Every transaction is charged fees and so are refunds. (for example, a fee is paid by the CNMA at the time the purchase is made and then again when a refund is issued). We have also not been fully recouping the cost of the meals provided at the AC and MYC in order to make attendance at these events more affordable for our members. In other words, the CNMA is subsidizing the real full cost charged by the hotels for the meals being provided. Also, as everyone should be aware the cost of food has been slowly rising in recent years, which has increased the burden being placed on the CNMA.

Over the past couple of years, we have been experiencing problems due to the changes to the policies of the hotels being utilized for our AC and MYC. This has resulted in the CNMA having to pay higher costs for these events due to our members not cancelling their reservations or registrations in a timely manner.

In addition, our members have been expecting a full refund of both the registration fee and the meals purchased regardless of when or even if we are notified of their inability to attend the scheduled event.

GUIDANCE:

It is the policy of the CNMA that AC and MYC registration fees, meal reservations and event cancellations must be made **in writing via email** (no phone calls or text messages will be accepted) to **conventionservices@ca-nvmoose.org**.

The email must contain the following:

1. The email must be sent **specifically identifying the member's name and MID** requesting the cancellation of their reservations
2. The email must be sent a **minimum of one week prior to the start of the AC or MYC**
3. The email must be sent to **conventionservices@ca-nvmoose.org**
4. The complete reason for the cancellation

Cancellations due to illness or hospitalization after the **minimum** required cancellation date will be reviewed on a case by case basis.

Funds received for registration fees, meal reservations and events for cancellations **not** made within the established guidelines will be retained by the CNMA.

For the Past Presidents and Women of the Moose (WOTM) Past International Officers dinner the following Cancellation Guidance is hereby documented and will be enforced.

BACKGROUND:

To recognize and show appreciation to the CNMA Past Presidents and the WOTM Past International Officers the CNMA provides a **special** dinner at both the AC and the MYC. This dinner requires that each individual invited RSVP to the designated person in charge so an **accurate** count can be provided to the hotel for the number of meals needed for the dinner.

The CNMA is required to pay for the guaranteed number regardless of whether or not the individual who RSVP'd attends or not, aka a **NO SHOW**.

Over the past couple of years, we have experienced issues with several individuals who stated they would attend but did not show up. The CNMA bore the cost for the meals ordered even though the individuals did not attend the dinner.

GUIDANCE:

It is the policy of the CNMA that those individuals who RSVP and are a NO SHOW to the scheduled dinner will be charged the **FULL** cost of the meal if they do not cancel prior to the guaranteed number being provided to the hotel which is

typically 3 days prior to the dinner. This **FULL** cost is **NOT** the cost identified for any other meals listed on the AC or MYC registration form. It is the **actual** cost of the meal plus the applicable additional fees charged by the hotel as a service charge. For example, \$69 plus 30% service charge would be \$89.70.

The designated person in charge will determine who responded that they would attend and whether or not they showed up to the dinner.

The individual will receive a bill from the CNMA for the amount due. As provided in The Moose General Laws, the CNMA Bylaws, and Policies this will be a fine that must be paid to remain in good standing with the CNMA.

TRAINING CANCELLATION GUIDANCE

BACKGROUND:

The CNMA is required to purchase training supplies to support all students attending in-person classroom training within the CNMA. These items are purchased with an anticipated number of students which can only be determined based on registrations received through our online training registration process. These items include training materials purchased from Moose International which are billed to the CNMA. These materials may also result in shipping costs being applied.

The minimal fees being charged for attendance at in-person classroom training sessions within the CNMA do not currently cover the cost of these supplies as well as the travel and other miscellaneous costs incurred by the instructors.

Registration for all in-person classroom training within the CNMA **must** be done online using the CNMA Training Class Registration form regardless of whether or not the student intends to pay online using a debit or credit card or in-person at the training session. These online registrations are used to determine the number of items that must be purchased so that each student has the supplies needed to fully participate in the training session.

GUIDANCE:

It is the policy of the CNMA that pre-paid training fees are non-refundable if the instructor is not notified in writing via email to the instructor with CC: to cnmatrainers@ca-nvmoose.org within **two weeks prior** to the start of scheduled training.

The email must contain the following:

1. The email must be sent **specifically identifying the member's name and MID** requesting the cancellation of their reservations
2. The email must be sent a **minimum of one week prior to the start of the in-person**
3. The email must be sent to **conventionservices@ca-nvmoose.org**
4. The complete reason for the cancellation

If a student switches to another in classroom training session and they have registered using the online training form then the fees will be transferred when notification is received of the desire to transfer within the timeframe noted above. Once confirmed the transfer will be processed. However, if a student wishes to transfer from a classroom training session to a virtual session the fees will NOT be refunded.

Cancellations due to illness or hospitalization after the **minimum** required cancellation date will be reviewed on a case by case basis.

If cancellation is not received in accordance with is issued guidance the fees will be retained by the CNMA and used to cover the costs of the overall training programs of the CNMA.