

CANCELLATION/REFUND POLICY

1. PURPOSE

To provide a consistent approach to all events, this policy outlines the cancellation and refund procedures for all VA AWWA Section only events. WaterJAM cancellation policy will be determined by the WaterJAM planning committee with approval from the Joint Task Force.

2. POLICY

Event Cancellation by VA AWWA

VA AWWA reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable. If VA AWWA cancels an event, registrants will be offered a full refund.

Should circumstances arise that result in the postponement of an event, VA AWWA will transfer the registration to the same event at the new, future date or grant a full refund upon request.

Registration Cancellation by Participant

Unless specifically stated on registration materials, the deadline to receive a refund for a registration is 14 calendar days before the event. Registration cancellations received prior to the deadline may be eligible to receive a refund, subject to a cancellation fee of 25%. Cancellations received after the stated deadline will not be eligible for a refund.

Refunds will not be available to registrants who choose not to attend an event.

Cancellations will be accepted via phone or e-mail, and they must be received by the stated cancellation deadline stated on the registration materials.

VA AWWA reserves the right to evaluate and modify this policy on a case-by-case basis due to qualifying circumstances such as death of attendee, death of immediate family member, illness, etc.