

PMI PHOENIX CHAPTER POLICY STATEMENT

Event Cancellations & Refund Policy

Approved by Board of Directors on: 3/25/19

Purpose

This policy statement addresses allowable cancellations and refunds for events sponsored by the PMI Phoenix Chapter. It applies to all members of the Chapter and to non-member attendees who register for an event. The policy for approving and processing cancellations and refunds is defined in the following paragraphs.

Cancellation of an Event by the Chapter

- In the event that the Chapter must cancel an event for any reason, all persons who had registered for the event will be given a full refund.
- Refunds will be credited to the credit card that was used initially to register for the event and not applied to any future event. Additionally, there will be no cash refunds.

Refunds Allowable for Chapter Meetings and Networking Events

- A full refund minus \$5 will be made if request for cancellation/refund is received 72 hours (3 days) in advance of the start of the meeting/event.
- No refund will be allowed for cancellation requests received less than 72 hours (3 days) before the event.

Requests Allowable for Workshops, Conferences & Certification Courses

- 90% of the registration amount will be refunded if the request for cancellation/refund is received 30 days or more prior to the event.
- 75% of the registration amount will be refunded if the request for cancellation/refund is received between 29 and 8 days prior to the event.
- No refund will be allowed for cancellation requests received less than 8 days prior to the start of the event since commitments will have already been incurred for meals and materials.
- Airfare, hotel and test fees (including cancellations) are the sole responsibility of the registrant. Registrants should contact vpprofessionaldevelopment@phx-pmi.org prior to booking travel to make sure that the event is guaranteed to run.

Process

- All requests for refunds must be made in writing to the VP Finance (VPFinance@phx-pmi.org).
- The original invoice that was received when a registration was initially made should be attached to a refund request to expedite processing.