



## **NATIONAL ASSOCIATION OF ELECTED FIRE OFFICIALS**

### **EVENT CANCELLATION POLICY**

#### **Event Cancellation by NAEFO**

- NAEFO reserves the right to cancel an event due to low enrollment or other circumstances.
- If NAEFO cancels an event, registrants will be offered a full refund.
- Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date.

#### **Registration Cancellation by Participant**

- Registration cancellations received twenty one (21) days prior to the event date, will receive a full refund for your registration.
- Registration cancellations received between twenty (20) and eight (8) days prior to the event date, will receive a 50% refund for your registration.
- Registration cancellations received after seven (7) days prior to the event date, will not receive a refund.
- Cancellations will be accepted via phone or email, and must be received by the stated cancellation deadline.
- All refund requests must be made by the district or attendee.
- Refund requests must include the name of the attendee and district.

#### **Registration Substitution by Participant**

- If an attendee is unable to attend the event, they may substitute, by arrangement with NAEFO prior to the event date, someone else from the same district, with no penalty.