



# National Association of Emergency and Fire Officials

## Association Educational Events ~~Cancellation~~

Category: ADMINISTRATIVE

Policy Number 8

Approved: ~~February 14, 2009~~  
Revised: ~~March 13, 2021~~ January 16, 2024

### REFERENCE

### SCOPE

This ~~p~~Policy applies to any educational events, e.g., conference, webinar, etc., put on by the National Association of Emergency and Fire Officials (NAEFO), hereinafter known as the "Association", and all persons registered for any educational events hosted by ~~NAEFO~~the Association.

### PURPOSE

To establish clear ~~cancellation~~ guidelines for registrants and guests at meetings, events, and refunds Association educational events.

### POLICY

#### 8.1 ASSOCIATION EDUCATIONAL CONFERENCE REGISTRATION FEES

- The registration fees for the Association's educational conferences shall be as follows:
  - Association Members: \$325.00; and
  - Non-Association Members: \$375.00.
- Fees for meals for a guest of a registrant shall be determined by the cost of the meals.

#### 8.2 ASSOCIATION EDUCATIONAL WEBINAR REGISTRATION FEES

- The registration fees for an Association's educational webinar shall be as follows:
  - Association Members: \$20.00;
  - ~~Non-Association Members: \$40.00; and~~
  - The registration fees for an Association's educational webinar may be increased by the cost of issuing any applicable continuing education certification.
- The registration fees for an Association's educational webinar may be waived at the discretion of the Association's President, whether for a specific individual or for the entire webinar.

### 8.3 ASSOCIATION MEMBERSHIP MEETING PORTION OF AN ASSOCIATION EDUCATIONAL EVENT

- There shall be no registration fees to participate in a membership meeting portion of an Association's educational event.

### 8.10-4 EDUCATIONAL EVENT CANCELLATION BY ~~NAEFO~~THE ASSOCIATION

- ~~NAEFO~~The Association reserves the right to cancel an educational event due to low enrollment or other circumstances.
- The decision to cancel shall be made as soon as possible to minimize unrecoverable expenses, e.g., deposit on event space, meals, etc.
- If ~~NAEFO~~the Association cancels an educational event, registrants will be offered a full refund.
- Should circumstances arise that result in the postponement of an educational event, registrants will have the option to either receive a full refund or transfer registration to the same or similar educational event at a future date.

### 8.11-5 REGISTRATION CANCELLATION BY AN EDUCATIONAL EVENT REGISTRANT

- For registration cancellations received twenty-one (21) days prior to the educational event date, the ~~Administrative Assistant~~Treasurer or designee will issue a full refund of the registration.
- For registration cancellations received between twenty (20) and eight (8) days prior to the educational event date, the ~~Administrative Assistant~~Treasurer or designee will issue a 50% refund of the registration.
- For registration cancellations received seven (7) days prior to the event date, no refunds will be issued; however, refunds for extraordinary situations may be appealed to the Board of Directors.
- Cancellations must be made in writing or by electronic mail to ~~NAEFO~~info@naefo.org and must be received by the stated cancellation deadline.
- All educational event refund requests must be made by the registrant or registrant's organization.
- Educational event ~~R~~refund requests must include the name of the registrant of the educational event.
- Educational event ~~R~~refunds will be made to the individual or organization that paid for the registration.

### 8.612- REGISTRATION SUBSTITUTION BY AN EDUCATIONAL EVENT REGISTRANT

If a registrant is unable to attend the educational event, the registrant may substitute, by arrangement with ~~NAEFO~~the Association prior to the educational event date, someone else ~~from the same organization~~, with no penalty.

## 8.7 ASSOCIATION EDUCATIONAL CONFERENCE EXHIBITOR FEES

- The exhibitor fees for the Association's educational conferences shall be as follows:
  - Sponsors of the Association according to Policy 9 Guidelines for Sponsors of the Association;
  - Partners of the Association that are not Sponsors of the Association as determined by the Association's Executive Committee; and
  - Non-Sponsors of the Association: \$300.00.
- Food and/or refreshments may be underwritten by an individual or organization at an amount determined by the cost of the food and/or refreshment, plus an additional amount to cover administration and overhead for the underwriting.

## 8.8 ASSOCIATION EDUCATIONAL WEBINAR UNDERWRITING FEES

- The underwriting fees for an Association's educational webinar shall be any presenter remuneration and any other marketing and broadcast costs plus an additional amount to cover administration and overhead for underwriting the Association's educational webinar.
- The underwriting fees for an Association's educational webinar may be waived at the discretion of the Association's Executive Committee, e.g., for a Sponsor or Partner of the Association.

## REVISION HISTORY

Revision Date	Author	Revision
February 14, 2009	Unknown	Initial version
December 12, 2015	Unknown	Unknown
March 13, 2021	Monte Olsen	Renamed association; reworded to acknowledge any emergency service organization; eliminated inconsistent wording; corrected language for cancellations received seven (7) days prior to the event date.
June 5, 2021	Monte Olsen	Specifically made Administrative Assistant responsible for issuing refunds; added appeals for extraordinary situations; eliminated inconsistent wording in 8.12.
<u>January 16, 2024</u>	<u>Monte Olsen</u>	<u>Renamed Policy from Event Cancellation to Association Educational Events; refined and expanded the policy's purpose beyond event cancellations; added new sections for the Association's educational conference registration fees, the Association's educational webinar registration fees, the Association's educational conference exhibitor fees, and the Association's educational webinar underwriting fees; focused the Policy's use of Association instead of NAEFO; changed responsibility of issuing refunds from the Administrative Assistant to the Treasurer or designee; clarified that cancellation requests may be made by electronic mail;</u>

		<u>added that refunds will be made to the individual or organization that paid for the registration; removed restriction that substitute registrant must be from the same organization of the original registrant</u>
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