

# **CAPA SOP Manual**

## **CHAPTER 10 – MONTHLY MEETINGS (Page 47)**

### **CANCELLATION POLICY**

A registration is a commitment to attend the event. However, we understand unforeseen events may arise and registrants are unable to attend due to employee's schedules or workload conflicts, family emergency, etc. If a person registers for an event and experiences one of these situations, registrants are encouraged to find a substitute to attend in their place if the original registered member is unable to attend. In the event a substitute is not possible, the following cancellation policy will prevail.

- Business CAPA Luncheons or CAPA Low Fee Classes: Notify CAPA within forty-eight (48) hours of the meeting, preferably in writing by email;
- CAPA Fall Conference or NIGP Event: Notify CAPA within seven (7) days in advance of meeting, preferably in writing by email.

Other events or situations will be decided on a case by case basis and determined by the President or the CAPA Board. Notify Treasurer or a Board Member Immediately within the time frame listed above before meeting date or time or of other situations.

If other special cancellation requirements exist, it will be provided in the event announcement. Repeated occurrences may result in revocation of the member's privileges.

The meeting fee may or may not be refunded, admittance to another event with the same monetary value may be offered to the member by approval of the President or another Board member if guidelines are followed.