

Division 7 Convention General Refund Policy

Upon cancellation by an attendee, the appropriate refund will be issued in like payment. Please see specific refund criteria below. Allow up to 6 weeks processing time. Refunds applied for after May 1, 2018 will not be processed until 6 weeks after the end of the convention. Please note that payment made by credit card will be refunded to your credit card.

All refunds will be approved by the Convention Committee and made ONLY by the Treasurer. No refunds will be made at the convention.

Separate policies have been established for registration fees, tours, events, merchandise, etc. Please read each section carefully for cancellation/refund criteria.

Cancellation of Extra Fare Event, Store Merchandise, Extra Fare Clinic or Tour by the Convention

- In the case of a cancellation by the convention, if an extra fare event, store merchandise, extra fare clinic or tour is canceled prior to the start of the convention; a notice will be sent to the attendee informing them of the cancellation. A full refund, in kind, will be processed after 30 days of the notice if no other selection is made by the attendee.
- Last minute cancellations by the convention may be exchanged for other available events, tours, etc. If no alternatives are available or identified, full refunds will be processed after the convention. Please allow up to 6 weeks processing time.

Registration Refunds

Cancellation requests should be received in writing either by standard mail (Convention Registrar Roy Hord, 6526 Hollowview Ct., Liberty Township, Ohio 45011-1205) or by e-mail (rhord@fuse.net). The following registration refund schedule applies to each individual registrant:

- Prior to April 1, 2018 - a refund of the full registration fee.
- After April 1, 2018 and prior to start of convention - A refund of the full registration fee less \$25.00, per individual primary registrant, will apply.
- No refund of the registration fee will be provided after the opening of the convention (Wednesday, May 16, 2018) except upon approval of the Convention Committee.

Tour and Non-Food Event Refunds for Cancellations by Registrant

- Prior to April 1, 2018 - 100% refund of paid tours.
- After April 1, 2018, and prior to the opening of the convention, tour fees will be fully refunded only if the tour has sold out, the tickets have been resold, or if the tour was canceled by the convention.
- On and after May 16, 2018 - all tickets eligible for resale must be presented to the Tour Desk (at the convention) on a consignment basis only. The Convention does not guarantee that consigned tickets will be resold. If the tickets are sold, the refund will be processed within six weeks of the end of the convention. If the tickets are not resold, there will be no refund.

Extra Fare Food Events Refunds for Cancellations by Registrant

- Banquet tickets and other food event tickets will be fully refunded until May 10, 2018. No refunds for the banquet or other food events will be issued after May 10, 2018 or the final food commitment is made by the convention manager (whichever date comes first).
- After the start of the convention, food event tickets may be presented to the Registration Desk for reselling on a consignment basis only.
- The Convention does not guarantee that consigned tickets will be resold. If the tickets are not resold, there will be no refund.

Merchandise Refunds for Cancellations by Registrant

- 100% refund of paid merchandise if a request is received by April 25, 2018, the advance order cut-off date.
- If the refund request is received after the cut-off date of April 25, the merchandise will be shipped to the registrant and appropriate shipping charges will be added to their account.
- There will be no refunds for merchandise order cancellations received after the cut-off date of April 25, 2018.

Extra Fare Clinic Refunds for Cancellations by Registrant

- 100% refund of paid clinics if received prior to April 1, 2018.
- Cancellations after April 1, 2018 are eligible for a refund only if the clinic space is subsequently resold. During the convention, Extra Fare Clinic tickets may be presented to the Registration Desk for resale on a consignment basis only.
- The Convention does not guarantee that consigned tickets will be resold. If the tickets are not resold, there will be no refund.

White Elephant Event and Company Store Refunds

The convention offers no guarantee on the condition of the merchandise offered at the White Elephant Event and the buyer is purchasing the merchandise "as is" and at their own risk. No refunds are provided under any circumstance for the White Elephant Event or the Company Store.

Other Refunds and Exceptions

All other requests for refunds will be made in writing and then be considered by the Convention General Chairman.