



Updated May 26, 2015

### **Event Cancellation & Refund Policy**

We are honored to host the region's business and civic leaders at a wide range of events throughout the year. We understand plans change and there will be occasions when you must cancel your reservation. We maintain a cancellation policy for events in order to properly plan for catering and other vendors. The St. Louis Regional Chamber (i.e., the Chamber) reserves the right to refuse/cancel registrations. If the Chamber refuses a registration, registrants will be offered a refund.

### **Event Cancellation by Chamber**

The Chamber reserves the right to cancel an event due to low enrollment, inclement weather, or other circumstances which would make the event non-viable. Should circumstances arise that result in the *postponement* of an event, registrants will have the option to transfer the registration to the same event at the new, future date, substitute a colleague to attend instead, or receive a full refund. If the Chamber *cancels* an event, registrants will be offered a full refund.

If an event is cancelled/postponed due to inclement weather, a cancellation notice will be posted on the Chamber's website and phone messaging system. The Chamber will make every effort to provide as much notice as possible when cancelling an event.

### **Registration Cancellation by Participant**

Payment is requested during the registration process for all Chamber events. Should you be unable to attend an event, we encourage you to provide a colleague with the paid reservation. Substitutions are welcome at most events and programs with written/email notice at least 24 hours in advance of the event. Unless specifically stated on registration materials, the deadline to receive a refund for an individual ticket to an event held at the Chamber's office (211 N. Broadway, Suite 1300) is two business days (48 hours) before the event. The deadline to receive a refund for group purchases/tables OR individual tickets to events held off-site from the Chamber's office is (7) seven business days before the event. Cancellations received after the stated deadline will not be eligible for a refund. Refunds will not be available for registrants who choose not to attend an event. Cancellations must be submitted in writing or via email and must be received by the stated cancellation deadline. Refund requests must include the name of the attendee and/or transaction number. Refunds will be issued based on payment method – by check if original payment was made by check or by credit to the credit card used for payment if original payment was made by credit card.

These policies apply to all Chamber events unless otherwise noted in the corresponding event materials.