



Edmonton and District Quilters' Guild

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www.edqg.ca

Cancellation & Refund Policy

EDQG is a nonprofit and as such works diligently to minimize the expenses associated with our events. Very often our registered events reach their registration limit. It is difficult to fill the empty seats when cancellations are made too close to the event date. Each seat that is left empty from cancellation adds to our cost of offering the event.

For this reason this cancellation and refund policy has been developed for any registered EDQG event.

1. Registration Cancellation by Participant

- Registration is to be considered non-refundable.
 - Specific instances of necessary cancellation **may** be considered for refund through the Executive Board
 - Special consideration for a refund request must be made in written format (email acceptable) to the Secretary for decision at Board level.
- Registration requires full payment.
 - Participants are not considered registered until full payment is received.
- Any registered participant may arrange for a transfer of their registration to another EDQG guild member, following established protocol.
 - First priority must be given to those listed on the wait list
 - Notice of transfer of registrant must be sent to the event organizer prior to the event
 - Event organizer may help to facilitate the transfer of registration, but is not their sole responsibility

2. Event Cancellation by EDQG

- EDQG reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable.
- If EDQG 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 receive a full refund or transfer their registration to the same event at the new, future date.
- EDQG accepts no responsibility for travel arrangements or any other actual or perceived loss due to cancellation of a training event.

Transfer of Registration Protocol

1. A registered participant who wishes to cancel their space in a registered event must:
 - a. Contact the event organizer with request to cancel/transfer (phone and in writing)
 - b. State intention (seeking refund; seeking transfer of paid registration)
2. The event organizer will advise status of wait list
 - a. Participant and/or event organizer will contact wait list members for registration intention
 - b. If there is no wait list, the original registrant can begin their own search for a replacement (membership list provided, non-member recruit)
 - c. If the cancelled space is filled (paid), the original paid registrant will receive a full refund (through the Treasurer)
 - d. If a replacement cannot be found to secure the cancelled space, no refund will be issued