

UCFS Event Cancellation Policy – Municipal Forestry Institute

Purpose

This policy outlines the procedures and terms under which the Urban and Community Forestry Society (UCFS) manages event cancellations, postponements, and attendee-initiated changes. The intent is to ensure consistency, transparency, and fair handling of all event-related transactions. As a nonprofit organization, UCFS commits resources in advance to ensure the successful delivery of each event.

In-Person Events

If you register for an in-person event and must cancel your registration, all cancellations must be submitted in writing to Leslie Berckes at LBerckes@ucfsociety.org by the deadlines listed below. The refund request must come from the registered person themselves.

- Cancellations received 30 or more days before the start of the event are eligible for a refund less a \$100 administrative fee. This policy applies regardless of whether registration has been paid in full or invoiced.
- Cancellations received fewer than 30 days before the first day of the event are not eligible for a refund. At UCFS's sole discretion, registration may be transferred to the same event offered the following year.

Registrations are non-transferable and may not be assigned to another individual.

Non-Payment

Failure to submit payment does not constitute cancellation. Registrants remain responsible for all applicable registration fees unless they cancel in accordance with the deadlines outlined in this policy.

All payments must be received or postmarked by the advertised deadlines for the program unless extenuating circumstances have been communicated to UCFS.

Exceptions

Any requests for exceptions to the cancellation policy due to an extenuating circumstance may be reviewed by the UCFS Board of Directors who will recommend the appropriate refund and action. Examples of extenuating circumstances include, but are not limited to, death of an immediate family member, serious illness, or other significant unforeseen events.

Event Cancellation

UCFS may cancel or postpone programs due to unforeseen circumstances. In this case, registration fees will be refunded; however, UCFS will not be responsible for additional costs incurred by the attendee including but not limited to cancellation/change fees assessed by airlines, hotels, and/or travel agencies.

UCFS shall not be liable for delays, modifications, or cancellation of an event due to circumstances beyond its reasonable control, including but not limited to acts of nature, severe weather, public health emergencies, government actions, labor disputes, or other force majeure events.