



## **Event Registration Policies and Procedures**

An EWGA event is defined as an organized golf, educational, business/networking, personal development or social function. The following policies are guidelines for the registration, payment, and cancellation and refund procedures.

### **Registration Requirements**

#### ***Registration***

- Participation in an EWGA event requires the registrant to complete a registration form with complete member and payment information to the event coordinator by the posted event deadline. Forms can be found at [www.ewgacapitalregion.com](http://www.ewgacapitalregion.com).
- Alternatively, the registrant will complete the on-line registration and payment process on the website, if available.
- When designated, walk-in registrations will be accepted

#### ***Event Registration Deadlines***

- Registration deadlines will be established when final counts must be established prior to an event in order to confirm a reservation with a vendor or golf course. Event registration deadlines will be posted on event announcements and will be utilized to approve or deny refunds in many cases.

#### ***Substitutions***

- Substitutions are permitted for most events, unless otherwise stated.
- Substitutions will be acknowledged when a registrant finds another person to take their place at an event prior to the event date and follows the proper protocol as noted below.

#### ***Sell-outs***

- Completed registrations are accepted on a first-come first-serve basis.
- If the event is “sold-out” members who have made payments have priority over non-paying registrants.
- Every effort will be made to add additional capacity to accommodate all registrants when possible.

#### ***Guest Participation***

- Guests are welcome at all “Member/Guest” events, but must join the Chapter to regularly participate in events scheduled for members.

## Refund Policies

### ***Refunds will be granted under the following conditions:***

- If a registrant's written request for refund is submitted prior to the registration deadline then a full refund will be granted.
- If it is the golf course's policy to issue refund due to unsafe weather related conditions then registrants of the event will receive a refund or rain check according to the refund policy of the golf course.

### ***Refunds may be granted under the following conditions:***

- If a registrant cancels after the registration deadline and the event coordinator can negotiate with the vendor a registration cancellation without incurring an expense/financial loss for EWGA then a refund will be granted to the registrant.
- The Chapter will consider refunding a registrant's fee for exceptional circumstances such as; family emergencies, personal illness or injury.

### ***Refunds will be granted for substitutions if the following protocol is followed:***

- The original registrant must communicate the name of the substitute to the event coordinator prior to the event date when feasible
- The original registrant is responsible for collecting payment from the substitute

Adopted: April 14, 2009