



Embroiderers' Association of Canada, Inc.
Association canadienne de broderie, Inc.

Seminar Registration Cancellation and Refund Policy

Purpose

To provide clear direction about when seminar registrants will receive a refund and how much, based on the work of the seminar committee and funds that have been committed.

Policy

Refunds will be paid through the Seminar Committee as follows:

1. In the event of the registrant's death, a full refund of all registration costs, including the non-refundable deposit, class fees, kit costs, and tour fees, will be given.
2. Refunds requested for the death of a family member, military service, illness, loss of job, or other major life events, will be based on the following:
 - a. **Prior to the final payment date:** A refund of class fees and tour fees, less the non-refundable deposit. The registrant will bear the cost of the kit for the course(s), which will be mailed after the seminar ends.
 - b. **From the final payment date to 30 days before the seminar:** A refund less a \$350 cancellation fee will be given. This includes class and tour fees if the place on the tour can be resold. The registrant will bear the cost of the kit for the course(s), which will be mailed after the seminar ends.
 - c. **From 29 to 0 days before the seminar:** the EAC/ACB Board of Directors will review the refund reasons for the request and determine the amount, if any, to be refunded.

Procedure

To request a refund, a letter or email must be submitted to the Seminar Committee as early as possible and no later than 14 days after the first day of the seminar. The letter or email must include all pertinent details for the registration refund request.

The Seminar Committee will send a cheque in the registrant's name and mailing address.