



Training and Event Cancellation and Refund Policy

For the Association of Municipal Administrators, NS

Municipal government is the place to work – where you can make a difference supporting strong local government in Nova Scotia’s communities

Purpose:

The purpose of this policy is to provide guidelines and establish procedures for all cancellations, refunds and returns for AMANS events.

Objective:

To ensure that workshop and conference cancellations and refund requests are reviewed appropriately and applied consistently throughout AMANS to all registrants.

Scope:

This policy applies to all who engage in AMANS events.

Responsibilities and Enforcement:

- The AMANS does not cover travel or any other incurred expenses for registered participants to attend any courses or events outlined in this policy unless communicated otherwise for a specific program
- It is the responsibility of the AMANS to notify the registered participants and facilitators/speakers when a workshop is being cancelled when the AMANS is the host
- It is the responsibility of the registered participant to notify the AMANS of their cancellation
- It is the responsibility of the facilitator to contact the AMANS 30 days before the scheduled date if they are unable to facilitate
- It is the responsibility of the facilitator of AMANS Education Modules to assist the AMANS to find a replacement facilitator if they are unable to facilitate

Note: The AMANS reserves the right to collect an administration fee for all refunds as set out in this policy.

AMANS In-Person Workshops, Conferences and Training Modules

Cancellation by AMANS

AMANS reserves the right to cancel or reschedule trainings at any time.

- If there is not a sufficient number of enrolled participants to run the course, AMANS will notify the facility/venue, participants and facilitator(s) of cancellation with at least 10 business days before the scheduled date

- If the participant fails to acknowledge cancellation and travels to the workshop, the AMANS is not responsible for any travel arrangements, travel fees, or any expenses incurred by the registered participant or municipality as a result of such cancellation
- Registered participants will be moved to the next available workshop of equal value or be given a full refund if they are not able to attend the next available workshop.

Cancellation of Registration by Registered Participant

- In the event a registered participant cannot attend an AMANS workshop, notification to the AMANS must be received in writing to the AMANS office 10 business days prior to the start date of the workshop.
 - If notice is received 10 business days prior to the scheduled start date, the registered participant will receive a refund less a \$20.00 administration fee
- If a registered participant cannot attend an AMANS workshop and notification is provided less than 10 business days prior to the start date of the workshop the participants can find a substitution to attend the workshop in the participants place, or forfeit their registration fee.
- In the event that a registered participant cannot attend an AMANS workshop and notification to the AMANS is not provided prior to the start date of the workshop, no refund or credit will be provided.

Note: All extenuating circumstances will be handled on a case-by-case basis. It is the responsibility of the registered participant to notify the AMANS office in writing of any extenuating circumstances which would prohibit attendance. In general extenuating circumstances will be limited to significant life events, including but not limited to:

- Serious Illness to self or immediate family— hospital admission or serious injury;
- Loss or Bereavement — death of a close family member;
- Hardship/Trauma — victim of a crime, victim of a serious traffic accident.

Rescheduling Due to Inclement Weather

AMANS recognizes that scheduled workshops may need to be cancelled due to weather conditions. However, due to complexity and time constraints in scheduling trainings, weather cancellations will be avoided if possible. If it is apparent (e.g., announced school closings, public transit pulled off, road closings, etc.) the day before a training session is scheduled that inclement weather will likely prohibit the registrants and/or the trainers from attending, AMANS will reschedule. Upon cancellation, AMANS will make reasonable efforts to contact you at the email address and/or phone number provided when registering. It is the responsibility of the registered participant to ensure that a valid e-mail address and phone number has been provided. If registrants are unable to attend the rescheduled workshop, the municipality will receive credit toward another scheduled training session in the future. Refunds will not be issued.

Once the training is underway (the first day has begun), including but not limited to, the training site is still available (i.e., open) and the trainer is on site, the remainder of the training will be conducted as scheduled. It is expected that the participants will make whatever arrangements necessary to attend. Despite this travel policy, the decision to travel to and from training under any conditions, including inclement weather, is the sole responsibility of the participant. AMANS accepts no liability or responsibility for the travel decisions of participants.

Rescheduling due to inclement weather will be evaluated on business days only.

Review of Policy

At a minimum, this policy shall be reviewed every three years from the most recent date of approval.

Date of Approval