



## **Event Cancellation Policy**

### **Purpose**

This policy outlines the procedures and terms under which the Association of Strategic Alliance Professionals (ASAP) manages event cancellations, postponements, and attendee-initiated changes. The intent is to ensure consistency, transparency, and fair handling of all event-related transactions.

### **Attendee Cancellations**

As a nonprofit organization, ASAP commits resources in advance to ensure the successful delivery of each event. Therefore, refunds are not provided for attendee cancellations.

Substitutions, however, are permitted at any time, including onsite. Attendees who are unable to participate may transfer their registration to another individual from the same organization. All substitution requests should be communicated to the ASAP events team as soon as possible.

### **ASAP Cancellations or Postponements**

*Event is cancelled:*

Registrants will have the option to transfer their registration to a comparable future event or receive a full refund.

*Event is postponed:*

All registrations will automatically be transferred to the new date. If the rescheduled date does not work for a registrant, they may request a full refund.

Refunds will be processed within a reasonable timeframe, typically within 30 days of the cancellation notice or refund request.

ASAP is not responsible for travel, lodging, or other expenses incurred in connection with a canceled or postponed event. Participants are encouraged to purchase travel insurance to protect against unforeseen changes.

### **Force Majeure**

ASAP shall not be liable for cancellations, delays, or modifications to an event caused by circumstances beyond its reasonable control, including but not limited to natural disasters, pandemics, government actions, labor disputes, or other emergencies that make holding the event impracticable or impossible.

### **Administration**

This policy is maintained by the ASAP Events and Operations teams and reviewed annually to ensure continued alignment with organizational practices and financial considerations.