

2023 Arlington Convention Registration Cancellation and Refund Policy

History

On September 27, 2022, the Board of Directors approved the following refund policy. Consideration was given to convention planning and financial commitments with special sensitivity to the financial burden of members unable to attend. The board feels this policy is fair. 100% of Registration fees paid up to 45 days prior to the official start of the convention shall be refunded at the request of the attendee, no questions asked. A partial refund of the registration fees of the food portion only shall be refunded from 44 to 21 days prior to the official opening of the Convention and no refunds shall be given 20 days prior to the official opening of the Convention with limited exceptions related to death or a verified emergency surgery, or at the discretion of the hosts.

How to Cancel your Registration

Cancellation requests must be received in writing and cannot be handled by telephone. Include the name(s) of those canceling. Cancellation requests can be sent via email or through United States Postal Service:

Via email: Jeff McCann at Registrar@GoldenGlow.org

Mailed through USPS:

Jeff McCann
Golden Glow Convention Registrar
87 Shelford Way
Beavercreek, OH 45440-3657

Refund Schedule

- Cancellation requests emailed or postmarked on or before July 1, 2023, will receive a full (100%) refund of all Convention Registration Fees paid, including workshops, excursions, special meals, and merchandise paid, except where earlier deadlines are posted within the information posted in the Convention area of the website. For example, some merchandise and bus transportation fees have separate deadlines posted.

- Requests emailed or postmarked after July 1 and on or before July 25, 2023, will receive a refund of the meal cost portion of the Base Registration fee of \$285 only. If still desired, any merchandise purchase will require shipping and handling to be deducted from the total refunded amount.
- No refunds will be accepted if emailed or postmarked after July 25, 2023.

Exceptions

Exceptions to the Cancellation Policy include death, a verified emergency surgery, or at the discretion of the Convention Hosts.

Circumvention of the Convention Registration Cancellation and Refund Policy shall be considered a violation of the Golden Glow of Christmas Past Code of Ethics and may, at the discretion of the Board of Directors, be subject to disciplinary action up to and including termination of membership.