

Cancellation Registration 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 will be refunded at the request of the attendee, no questions asked. The food portion of the registration fees will be refunded from 44 to 21 days prior to the official opening of the Convention and no refunds will be given after 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

Refund Schedule

Cancellation requests received on or before July 1, 2023, will receive a full (100%) refund on registration fees, workshops, tours, special meals, and merchandise paid.

Requests received after July 1 and on or before July 25, 2023, will receive \$275 refund Only. Shipping of merchandise purchased will require shipping and handling to be deducted from the refunded amount if desired.

No Refunds will be honored after July 25, 2023.

Exceptions as follows:

- No refunds for **excursions** will be given for cancellations after June 1, 2023
- No refunds for **bus transportation** will be given for cancellations after May 1, 2023
- No refunds for **parking passes** will be given after May 1, 2023.
- No refunds for **Woodland Scenic product will be given for** cancellations after May 1, 2023.
- No refunds for **T-Shirts** will be given for cancellations after May 1, 2023.

- No refunds for the **Village Signpost** will be given for cancellations after April 1, 2023.
- No refunds for the **Patriotic Handblown ornament** will be given for cancellations after April 1, 2023.
- No refunds for the **wrapping paper** will be given for cancellations after May 1, 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 Cancellation Policy shall be considered a violation of the Golden Glow of Christmas Past's 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.