



## **REFUND POLICY**

**All programs/events, investments and purchases are subject to this policy unless otherwise noted.**

### **EVENT & PROGRAM FEES**

The Greater Sumter Chamber of Commerce's (GSCC) policy is to require payment in advance for admission to and/or sponsorship of all GSCC programs/events to satisfy third-party vendor commitments (e.g. food, beverage, meeting space, speakers). The GSCC is responsible for paying third-party vendors, regardless of whether or not the registrants attend. There are two primary types of cancellations ... one by the GSCC and one by the registrant. Below is how each are addressed:

### **CANCELLATION BY REGISTRANT**

The GSCC does not offer refunds for registrations cancelled by registrants. The GSCC does however, allow for substitutions. Program/event registrations are transferrable from one registrant to another but cannot be transferred to a different program/event without prior authorization. Substitutions can be made by calling 803-775-1231 or e-mailing [chamber@sumterchamber.com](mailto:chamber@sumterchamber.com). Should the registrant be unable to find a substitution, the GSCC requests (if at all possible) to be notified prior to the program/event to accommodate others who would like to attend. Registrants who do not show for the program/event and have an outstanding balance will be invoiced as if they attended the program/event (again, due to third-party vendor commitments).

In case of unusual or unavoidable circumstances, GSCC staff may provide credit toward a future event, with each request being determined on a case-by-case basis. Registrants must notify the GSCC by phone at 803-775-1231 or e-mail [chamber@sumterchamber.com](mailto:chamber@sumterchamber.com) prior to the event to be considered.

Registrants are responsible for properly accessing their account, selecting the correct fees and using a valid promo code or coupon, if available. However, in the event a registrant does not or is unable to properly log in, selects the wrong fee, does not apply a coupon or promo code when registering, or creates a duplicate registration they must notify the GSCC by phone at 803-775-1231 or e-mail at [chamber@sumterchamber.com](mailto:chamber@sumterchamber.com) immediately (within 24 hours). No adjustments will be made once the program/event has taken place.

### **PROGRAM/EVENT SPONSORSHIPS**

The GSCC does not offer refunds of program/event sponsorships unless the program/event is cancelled or postponed by the GSCC.

### **CANCELLATION OR POSTPONEMENT BY GSCC**

The GSCC reserves the right to cancel or postpone a program/event due to low attendance, inclement weather or other circumstances which would make the program/event non-viable including, but not limited to nature, acts of war, governmental emergency, labor strike or destruction of facilities.

If the GSCC cancels the program/event, registrants and sponsors will be issued a full refund back to the original payment method. If the registrant/sponsor paid by credit/debit card more than 30 days prior to the

program/event cancellation, a check will be issued instead. Refund amount will be minus the bank processing fees already incurred by the GSCC.

Should circumstances arise that result in the postponement of a program/event, registrations and sponsorships for the original program/event will be automatically transferred to the rescheduled date and registrants/sponsors will be contacted. Should the registrants be unable to attend the rescheduled program/event date, registrants will be issued a full refund back to the original payment method. If the registrant paid by credit/debit card more than 30 days prior to the program/event cancellation, a check will be issued instead. Refund amount will be minus the bank processing fees already incurred by the GSCC

The GSCC's Rub O'the Green golf tournament is a rain or shine event with no refunds provided, however, if the event does not occur due to inclement weather (as determined by the golf course), then the event will be rescheduled and registrations will be automatically transferred to the rescheduled date and registrants will be contacted. Should registrants be unable to attend the rescheduled date, registrants will be issued a full refund back to the original payment method. If the registrant paid by credit/debit card more than 30 days prior to the program/event cancellation, a check will be issued instead. Refund amount will be minus the bank processing fees already incurred by the GSCC

#### **ADDITIONAL SERVICES**

- The GSCC does not offer refunds on purchases of publications, advertising or other services unless they are canceled by the GSCC. In the event of cancellation by the GSCC, registrant will be issued a full refund back to the original payment method. If the registrant paid by credit/debit card more than 30 days prior to the cancellation, a check will be issued instead. Refund amount will be minus the bank processing fees already incurred by the GSCC.
- Membership investment in the GSCC is due at the time of application, upon receipt of invoice and/or at the beginning of each renewal year. Membership investment refund requests are handled on a case-by-case basis.

***This policy may be changed at the sole discretion of the GSCC without notice. The most recent version of this policy is posted on [www.sumterchamber.com](http://www.sumterchamber.com) and supersedes prior versions of this policy.***

Questions regarding this policy should be directed to (803)775-1231 or [chamber@sumterchamber.com](mailto:chamber@sumterchamber.com).