

## **NMRA Conventions - General Refund Policy**

Upon cancellation by an attendee, the appropriate refund will be issued in like payment. Please see specific refund criteria below. Allow up to 6 weeks processing time. Refunds applied for after June 15 of the convention year will not be processed until 6 weeks after the end of the convention. Please note that payment made by credit card will be refunded to your credit card.

All refunds will be approved by the Convention Committee and made ONLY by the staff at HQ. No refunds will be made by the local group or at the convention.

Separate policies have been established for registration fees, tours, events, merchandise, etc. Please read each section carefully for cancellation/refund criteria.

### **Cancellation of Extra Fare Event, Store Merchandise, Extra Fare Clinic or Tour**

- In the case of a cancellation by the convention, if an extra fare event, store merchandise, extra fare clinic or tour is canceled prior to the start of the convention; a notice will be sent to the attendee informing them of the cancellation. A full refund will be processed after 30 days of the notice if no other selection is made by the attendee.
- Last minute cancellations by the convention may be exchanged for other available events, tours, etc. Refunds will not be processed until after the convention. Please allow up to 6 weeks processing time.

### **Registration Refunds**

Cancellation requests should be received in writing either by standard mail (Convention Refund, NMRA, P.O. Box 1328, Soddy-Daisy, TN 37384-1328) or by e-mail (nmrahq@aol.com). The following registration refund schedule applies to each individual registrant:

- Prior to May 1 of the convention year - a refund of the registration fee less a \$25.00 administrative fee per individual registrant will apply.
- May 1 to June 15 of the convention year - A refund of the registration fee less 25%, per individual registrant, will apply (minimum \$25.00).
- After June 15 of the convention year and prior to start of convention - A refund of the registration fee less 50%, per individual registrant, will apply (minimum \$25.00).
- No refund of the registration fee will be provided after the opening (Sunday) of the convention (except upon approval of the M&TS Department Manager).

### **Tour Refunds for Cancelled Registrations**

- Prior to June 15 of the convention year - 100% refund of paid tours.
- After June 15 of the convention year, and prior to the opening of the convention, tour fees will be fully refunded only if the tour has sold out, the tickets have been resold, or if the tour was canceled by the convention.
- On and after the first Sunday of the convention - all tickets eligible for resale must be presented to the Tour Desk (at the convention) on a consignment basis only. The Convention does not guarantee that consigned tickets will be resold. If the tickets are sold, the refund (less credit card fees if applicable) will be processed within six weeks of the end of the convention.

### **Event Refunds for Cancelled Registrations**

- Prior to June 15 of the year of the convention - 100% refund of paid events.
- After June 15 of the year of the convention and prior to the opening of the convention, non-food event fees will be fully refunded only if the non-food event has sold out, the tickets have been resold or if the non-food event was canceled by the convention.
- On and after the first day of the convention - all tickets eligible for resale must be presented to the Registration Desk (at the convention) on a consignment basis only. The Convention does not guarantee

that consigned tickets will be resold. If the tickets are sold, the refund (less applicable credit card fees) will be processed within six weeks of the end of the convention.

#### Extra Fare Food Events Refunds for Cancelled Registrations

- Banquet tickets or food event tickets may be returned for refund until 3 business days prior to the Banquet or event. No refunds for the banquet or event will be issued after the final food commitment is made by the convention manager (whichever date comes first).
- During the convention, food event tickets may be presented to the Registration Desk for reselling on a consignment basis only.
- The Convention does not guarantee that consigned tickets will be resold.

#### Merchandise Refunds for Cancelled Registrations

- 100% refund of paid merchandise if received by May 11 of the convention year. (This is the advance order cut-off date and may be subject to change each year)
- If the request is received after the cut-off date, the merchandise will be shipped to the registrant and appropriate shipping charges will be added to your account.
- No refunds for merchandise cancellations after the cut-off date will be issued.

#### Extra Fare Clinic Refunds for Cancelled Registrations

- 100% refund of paid clinics if received prior to June 15 of the convention year.
- Cancellations after June 15 of the convention year are eligible for a refund only if the clinic space is subsequently resold. During the convention, Extra Fare Clinic tickets may be presented to the Registration Desk for resale on a consignment basis only.
- The Convention does not guarantee that consigned tickets will be resold.

#### Auction Refunds

The host committee is responsible for setting the refund rules for the auctions. The convention offers no guarantee on the condition of the merchandise offered at the Auction and the buyer is purchasing the merchandise at their own risk. No refunds are provided under any circumstance for the Auction through the convention department.

#### Tour & Event Tickets

- Tour and event tickets may be presented during the convention for reselling on a consignment basis only. Tour tickets must be turned in to the Tour Desk. Event tickets must be turned in to the convention Registration Desk.
- The respective areas will attempt to sell the consigned tickets to other attendees. If successful, the attendee will receive a refund (less credit card fees if applicable) for the ticket value by 6 weeks after of the close of the convention. If the tickets are not resold, the attendee will not receive a refund for the consigned tickets.
- The Convention does not guarantee that consigned tickets will be resold.

#### Other Refunds and Exceptions

All other requests for refunds will be made to and considered by the NMRA Convention General Chairman and the NMRA Meeting & Train Show Department Manager.

Adopted: 2013

Internal Note: For 100% refunds, the convention will absorb any credit card fees.