

## San Juan Capistrano Chamber of Commerce

### Refund Policy

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

#### EVENT & PROGRAM FEES

The San Juan Capistrano Chamber of Commerce's (SJCCC) policy is to require payment in advance for admission to all SJCCC programs/events to satisfy third-party vendor commitments (e.g. food, beverage, meeting space, speakers). The SJCCC 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 SJCCC and one by the registrant. Below is how each are addressed:

#### CANCELLATION BY REGISTRANT

The SJCCC does not offer refunds for registrations cancelled by registrants. The SJCCC will, 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 (949) 493-4700 or email to [info@sanjuanchamber.com](mailto:info@sanjuanchamber.com). Should the registrant be unable to find a substitution, the SJCCC 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, SJCCC staff may provide credit toward a future event, with each request being determined on a case-by-case basis. Registrants must notify the SJCCC by phone at (949) 493-4700 or email to [info@sanjuanchamber.com](mailto:info@sanjuanchamber.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 applicable. However, in the event a registrant does not properly log in, selects the wrong fee or does not apply a coupon or promo code when registering, they must notify the SJCCC by phone at (949) 493-4700 or email to [info@sanjuanchamber.com](mailto:info@sanjuanchamber.com) immediately (within 24 hours). No adjustments will be made once the program/event has taken place.

In the event a duplicate registration occurs for a program/event, registrants must notify the SJCCC at least 5 business days prior to the program/event to resolve the issue. Once the event has taken place, no adjustments can be made.

There are a few instances in which refund requests may be reviewed on a case-by-case basis to determine if a full or partial refund should be granted. Please contact the SJCCC at (949) 493-4700 or email to [info@sanjuanchamber.com](mailto:info@sanjuanchamber.com).

#### CANCELLATION BY SJCCC

The SJCCC reserves the right to cancel 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 SJCCC cancels the program/event, registrants will be issued a full refund back to the original payment method.

Should circumstances arise that result in the postponement of a program/event, registrations for the original program/event will be automatically transferred to the rescheduled date and registrants 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

The SJCCC's Food & Wine Festival is a rain or shine event with no refunds provided.

#### ADDITIONAL SERVICES

The SJCCC does not offer refunds on purchases of membership, sponsorships, publications, advertising or other services unless they are canceled by the SJCCC. In the event of cancellation by the SJCCC, registrant will be issued a full refund back to the original payment method.

Membership investment in the SJCCC is due at the time of application or at the beginning of each renewal year.

This policy may be changed at the sole discretion of the SJCCC without notice.

Questions regarding this policy should be directed to (949) 493-4700 or email to [info@sanjuanchamber.com](mailto:info@sanjuanchamber.com).