

Event Cancellation/Refund Policy

Event Cancellation by VA AWWA

VA AWWA reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable. If VA AWWA cancels an event, registrants will be offered a full refund.

Should circumstances arise that result in the postponement of an event, VA AWWA will transfer the registration to the same event at the new, future date or grant a full refund upon request.

Registration Cancellation by Participant

Unless specifically stated on registration materials, the deadline to receive a refund for a registration is 14 calendar days before the event. Registration cancellations received prior to the deadline may be eligible to receive a refund, subject to a cancellation fee of 25%. Cancellations received after the stated deadline will not be eligible for a refund.

Refunds will not be available to registrants who choose not to attend an event.

Cancellations will be accepted via phone or e-mail, and they must be received by the stated cancellation deadline stated on the registration materials.

VA AWWA reserves the right to evaluate and modify this policy on a case-by-case basis due to qualifying circumstances such as death of attendee, death of immediate family member, illness, etc.