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## **Cancellation Policy – Workshops & Events**

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Date Approved: June 20, 2024

Section: Membership

Date of Last Update: June 20, 2024

Next Review Date: June 20, 2029

Lead: Executive Director

Implements: MMA By-Law #1

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### **OBJECTIVE**

The objective of this Policy is to:

- outline the guidelines for cancelling workshops and events organized and facilitated by Manitoba Municipal Administrators (MMA).

### **SUPPORTING POLICY, PROCEDURES, AND TOOLS**

#### **Procedure**

MEM-005-00-01 Cancellation Procedure – Workshops & Events

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## **1 DEFINITIONS**

- 1.1 “Executive Council” means the collective group of people appointed and elected to govern the MMA as prescribed in *The Manitoba Municipal Administrators Association Inc. Act* and the MMA by-laws.
- 1.2 “Executive Director” means the person appointed to the position of Executive Director by resolution of the Executive Council.
- 1.3 “Lead” means the Director accountable for the Policy’s development and fulfilment.
- 1.4 “MMA” means the Manitoba Municipal Administrators Association, operating as the Manitoba Municipal Administrators.
- 1.5 “Procedure” means established steps that must be performed to result in a specified output.
- 1.6 “Tool” means an instrument used to implement a Policy, which may include, but not be limited to, additional information, education, legislation, regulation, guidelines, standards, forms, safe work procedures, reports, checklists, and programs.
- 1.7 “Workshops and Events” means structured in-person or virtual sessions designed to facilitate learning.

## **2 SCOPE**

- 2.1 This applies to all workshops and events organised and facilitated by the MMA.

## **3 PURPOSE**

- 3.1 The purpose of this policy is to outline guidelines for the cancellation of workshops or events by the MMA and the cancellation of registration for an MMA workshop or event by a participant.

## **4 CRITERIA**

- 4.1 The MMA may cancel a workshop or an event under the following circumstances:
  - 4.1.1 Insufficient Enrolment: If the minimum required number of participants is not met 10 days prior to the event date.
  - 4.1.2 Instructor Unavailability: If the designated instructor becomes unexpectedly unavailable due to illness, personal emergency, or any other unavoidable circumstances.
  - 4.1.3 At the discretion of the President and Executive Director.
- 4.2 Participants may cancel their registration for a workshop or event under the following circumstances:

- 4.2.1 Change in Plans: If a participant's plans change and they are no longer able to attend the workshop or event.
- 4.2.2 Unforeseen Circumstances: In the event of unforeseen circumstances, such as severe weather conditions or illness, and at the discretion of the Executive Director.

## **5 REFUNDS**

- 5.1 For a workshop or event cancelled by the MMA according to the criteria noted in Section 4, participants who have already paid for their registration will be provided with a full refund within 14 days following cancellation. Refunds will be issued using the original payment method unless otherwise requested by the participant.
- 5.2 For cancellation of registration for a workshop or event by a participant, the MMA may issue a refund depending on the nature and timing of the cancellation and according to the following guidelines:
  - 5.2.1 Cancellations made up to 14 days prior to the workshop or event date: full refund less a \$25 administration fee. Approved refunds will be processed within 14 days following receipt of the cancellation request and will be issued using the original payment method unless otherwise requested by the participant.
  - 5.2.2 Cancellations made less than 14 days prior to the workshop or event date: no refunds will be provided.
  - 5.2.3 The Executive Director's decision regarding refunds is final.

## **6 TRANSFER OF REGISTRATION**

- 6.1 Participants may have the option to transfer their registration to another person (member or non-member) if they are unable to attend the workshop or event. The registered participant can submit a request to transfer registration to the Executive Director, up to the day of the event, along with the contact information of the person taking their place.

## **7 ROLES & RESPONSIBILITIES**

- 7.1 The Executive Director is responsible for adhering to this Policy and ensuring compliance with its guidelines.

## **8 POLICY REVIEW**

- 8.1 This Policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary updates or revisions will be made in consultation with the Executive Council.

## **9 EFFECTIVE DATE**

- 8.1 The effective date of this Policy shall be the day it is approved by resolution of the Executive Council.

## **10 AUTHORITY**

- 10.1 By-Law #1

**Recommended by:**



**2024-44**

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**Signature**  
**Adrienne Bestland**  
**Executive Director**

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**Resolution #**

**Approved by:**



**2024-06-20**

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**Signature**  
**Duane Nicol**  
**President, on behalf of Executive Council**

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**Date Approved (YY/MM/DD)**