

Online Registration and Payment System “Tip” - Cancellations

John McClelland 6/12/18, updated 6/13/19

How do I Cancel out of an SCC Activity?

Who do I contact to cancel?

As soon as you know you need to cancel, you should send an email to the **Activities Director** for all cancellations. If the cancellation involves lodging or other items that place a limit on how many can go, **DO NOT CANCEL** your reservation directly. We may be able to move someone on the Waiting List into that room or venue. We will coordinate with the vendor to move the reservation to that person rather than cancelling it.

Can I get my payment refunded?

This depends entirely on the published Cancellation Policy for that activity. The cancellation cutoff is generally dictated by when SCC funds have been committed. Examples are the Monthly Dinners where Gainey is given a guaranteed minimum headcount. Many events have had to commit funds for guaranteed minimums. If we fall below these minimums, we pay even if people don't show up.

The Activities Director or President make the final decision on refunds and, if approved for a refund, will coordinate with Brenda to refund your Payment. The Club still ends up paying the per-ticket charge (\$0.94).

Where do I find the Cancellation Policy?

You can find the Cancellation policy in several places.

- Generally stated in the email Announcement for that Activity
- Printed on the tickets that are sent to you after Registering
- On the EventZilla site for that Activity if you scroll down past the Event Information. You can find the link to the event you are interested in on the Announcement or on the Website on the Calendar/2018 Activities page:
<http://www.scottsdalecorvetteclub.com/2018-activities.htm>
- (Note 6/13/19 – Same thing for 2019 etc., 2019 Activities page)