

AMPWDA CANCELLATION & REFUND POLICY

UPDATED FEBRUARY 2, 2021

1. **THIS POLICY APPLIES TO EVERYONE, ALL SITUATIONS, NO EXCEPTIONS**

2. ALL CANCELLATIONS MUST BE IN WRITING (E-MAIL OR SNAIL MAIL)

CONTACT INFORMATION TO REQUEST CANCELLATION, TRANSFER, REFUND OR EXCHANGE

EMAIL: special-request@americanmantrailing.com

SNAIL MAIL: American Mantrailing, Police & Work Dog Association
706 Vale Street
Greencastle, IN 46135
ATTN: SPECIAL REQUEST

3. PAYPAL/CREDIT CARD TRANSACTION FEES

All transaction fees are non-refundable. Before any refund amount is calculated, the transaction fee will be deducted from the amount paid and the amount in consideration for a refund.

4. MEMBERSHIP DUES

Membership dues are non-refundable, including when the enrollee was not an AMPWDA member at the time they purchased enrollment at an event and thus paid the non-member fee. This additional \$30 fee over the member price is for one year AMPWDA membership and would be deducted before calculating/processing any of the refunds listed in the sections below.

5. LODGING FEES

If a request for refund is received with at least 31 days remaining until start of event, all lodging fees are 100% refundable, minus the paypal/credit card transaction fees. If there are less than 31 days remaining, lodging fees are non-refundable.

6. OVER 90 DAYS REMAINING UNTIL START OF EVENT

With over 90 days remaining until start of event, the enrollee may cancel or transfer to a future event. If the enrollee chooses to cancel, they will receive a full refund minus a \$35 administrative fee, minus paypal/credit card transaction fees. If the enrollee chooses to transfer to a future event, no administrative fee will be assessed.

7. 61 TO 90 DAYS REMAINING UNTIL START OF EVENT

With 61 to 90 days remaining until start of event, the enrollee may cancel or transfer to a future event. If the enrollee chooses to cancel, they will receive a 75% refund minus a \$35 administrative fee, minus paypal/credit card transaction fees. If the enrollee chooses to transfer to a future event, a \$35 event transfer fee per enrollee must be paid in advance.

8. 31 TO 60 DAYS REMAINING UNTIL START OF EVENT

With 31 to 60 days remaining until start of event, the enrollee may cancel or transfer to a future event. If the enrollee chooses to cancel, they will receive a 50% refund minus a \$35 administrative fee, minus paypal/credit card transaction fees. If the enrollee chooses to transfer to a future event, a \$35 event transfer fee per enrollee must be paid in advance.

9. LESS THAN 31 DAYS REMAINING UNTIL START OF EVENT

With less than 31 days remaining until start of event, there will be no refunds or transfers permitted.

10. MERCHANDISE

There will be no refunds on merchandise, unless we are unable to fulfill the order. Exchanges will be handled on a case by case basis at our discretion. If there is a problem with your order please contact us to see what can be done to remedy the situation.