



LAST-MINUTE CANCELLATION POLICY

Purpose

The purpose of the Last-Minute Cancellation Policy (Policy) is to establish guidelines for issuing refunds for a Los Angeles County Management Council (LACMC) member that prevents them from attending a sponsored event, seminar or training that they paid for.

The Policy is in place to ensure fairness to members while simultaneously protecting the fiscal integrity of LACMC.

Cancellations and Refund Requests

Refunds are allowed as specified in all LACMC event promotional materials, which include a specific "last day to cancel."

Refund requests made after the defined "last day to cancel" will only be considered if the requestor cites extraordinary circumstances directly related to County business or a death of an immediate relative that prevents them from attending.

Extraordinary circumstances for this purpose are defined as follows: declared natural disasters, large-scale labor actions, County-declared emergencies, mandated appearances before the Los Angeles County Board of Supervisors, a conflicting work assignment related to the extraordinary circumstances or, in the case of a declared emergency, the person has been personally impacted by the conditions of emergency such that they are not able to attend. or circumstances related to the death of an immediate relative.

Illness or scheduling conflicts will not be eligible for a refund, pursuant to this Policy.

Refunds requested after the specified "last day to cancel" are subject to approval by the LACMC Executive Committee Vice President, who may consult with the full Committee as necessary.

Documentation

Requests for a refund must be made via the LACMC website at a dedicated "Last-Minute Cancellation" page and include a narrative of the circumstances, any pertinent documentation and contact information. LACMC reserves the right to request additional information or documentation.

Approval

All refund requests will be reviewed within seven (7) days. Once a determination has been made, notification will be sent immediately to the requestor and a refund will be issued.