



MAMSS Event Cancellation & Refund Policy

Policy

MAMSS is committed to responsible event planning and fiscal management. Event registration fees are subject to the cancellation deadlines outlined in this policy. Refunds will be issued according to the established schedule. Exceptions will be granted only under specific circumstances as defined herein. Registration transfers may be permitted in accordance with policy requirements.

Purpose

The purpose of this policy is to provide structured guidelines for conference registration cancellation, refund, and transfer procedures. By defining deadlines and exceptions, MAMSS ensures responsible budgeting, operational planning, and equitable treatment of all registrants.

Procedure

Cancellation

- *Four (4) weeks prior to the event:* Full refund minus a \$50 processing fee
- *Two (2) weeks prior to the event:* 50% refund minus a \$50 processing fee
- *One (1) week or less prior to the event:* No refund

Exception

An exception will be made if the Joint Commission or other accrediting body conducts an unannounced survey at the hospital or organization of a registered individual. In such cases, a full refund of the event registration fee will be issued, provided the individual submits documentation verifying the survey.

Registration Transfers

MAMSS permits registration transfer if a registered individual is unable to attend an event. Transfers must be made to another individual from the same hospital or organization.

Event Definition:

An event can be a membership meeting, conference, lunch and learn, or any other activity that requires a registration fee.

**Authority**

This policy is adopted by the MAMSS Board of Directors and may be amended by majority vote of the Board.

Policy Initiated by Board: 05/08/2013

Policy Amended & Approved by Board: 02/26/2026