



CMCA BOARD POLICIES

Title	REFUND	
Number	119	
Dates	Adopted: 01/16/2024	Revised: 11/18/2025

1. POLICY STATEMENT AND PURPOSE

To provide quality educational opportunities to the membership.

2. SCOPE

This policy shall apply to all active members.

3. POLICY AND OUTCOME

For CMCA Events other than Annual Conference:

An attendee may cancel, for any reason:

1. Up to 7 days before the event – full refund minus an administrative fee of 25%
2. Less than 7 days before the event – no refund.

All refunds will be processed after the event date.

For Attendees at the Municipal Clerk Institute:

An attendee may cancel, for any reason:

1. Up to 30 days before the event – full refund.
2. Less than 30 days before the event – no refund.

All refunds will be processed after the event date.

Exceptions: There are some exceptions to this policy if there is a medical emergency or death in the attendee's immediate family. Exceptions to the cancellation policy are given in consultation with both the President and Treasurer.

For the refund policy related to the Annual Conference, see Policy 107.

4. **POLICY HISTORY** – This policy was initiated to provide both the membership and the Association with a clear understanding of refunds associated with professional development opportunities.

This policy was revised on 11/18/2025.

This policy shall be reviewed with all Board policies for any amendments on a regular basis.