

REGISTRATION AND CANCELLATION POLICY

RATIONALE FOR POLICY

The Office of Worship is adopting the Registration and Cancellation policy of the Offices of Continuing Christian Education, Family Life, and Youth Ministry. As service offices, we are committed to offering parishes and Catholic schools the highest quality care possible. The various offices work to reflect good stewardship practices in planning these service efforts. The offices depend on your assistance to continue to serve you in this manner. We would like to share with you some facts to elicit your continued support.

1. Diocesan Services Fund [DSF] covers staff salaries and basic support services. Parish and Catholic School consultations and leadership training are provided at no additional cost under these services.
2. Most professional workshops, trainings, in-services, and conferences must pay for themselves. Outside speakers/presenters, handouts, and refreshments are expenses usually not covered by DSF.
3. This past year several of the chancery offices have experienced a marked increase in registration “no-shows” [without cancellation] as well as registration “walk-ins.” Several of these events have included outside speaker stipends, handouts, and meals. In the past, some margin of error for estimating sufficient handouts or food for no-shows and walk-ins has been relatively successful. It has become increasingly difficult to estimate accurately these numbers.

In order to continue to offer the highest quality service as well as demonstrate good stewardship, we are requesting your assistance in helping to maintain some registration guidelines. We want to assure those whom we serve that we will work to maintain a flexibility that addresses individual circumstances [e.g. attendance, cancellation, payment]. We appreciate your cooperation!

REGISTRATION PROCESS

1. You may initiate registration by phone, mail, fax, or e-mail **only if the registration form indicates this is acceptable**. Registration is considered complete only upon receipt of **full payment** of fees. **There will be no billing of services** [unless specifically stated in the promotion of the event].
2. **Pre-registration and payment guarantees the reservation** of space, handouts, and meals [if included].
3. **Full Payment of registration fees** is expected no later than the registration deadline. Registration after deadlines will be accepted on a **space available basis**. Deadlines will be listed with minimal and maximum number of participants. Reduced fees for multiple registrations and early registration may be possible with certain programs or events.
4. **Failure to meet minimal numbers by the posted deadline will result in cancellation of the event**. Any registered participant will be notified by phone within 48 hours of the cancelled event and receive a complete refund.
5. **Walk-ins are welcome on a space available basis [depending on the particular event or program]**. Payment of registration fees are payable at time of registration. There will be **no billing for walk-in registration**. Handouts and meals cannot be guaranteed and are subject to availability.

CANCELLATIONS

We understand that circumstances arise that require cancellation. Therefore, the following will apply:

1. For cancellations up to the registration deadline, a complete refund will be given.
2. For cancellations after the registration deadline but prior to the event, substitute participants will be accepted. Partial refunds may be available depending on the particular event/program.
3. For cancellations on the day of the event or no-shows, no refund will be given.

The Diocesan Offices remain committed to:

1. Promoting events in a timely manner.
2. Providing quality services.
3. Maintaining flexibility in registration and fee payment.
4. Working to offer affordable formation opportunities.
5. Generating good stewardship practices.