

2017 Orlando Reunion Refunds

Many members have asked about cancellations and refunds. In light of the circumstances of hurricane Irma, the Board of Directors has agreed to waive the cancellation date of September 1, 2017, as outlined in the Registration Deadline and Cancellation Policy.

This is an explanation of the circumstances for refunds:

With every reunion there are administrative costs that are incurred and must be paid by the organization. These costs are factored into the reunion registration fee. The costs include: audio/visual equipment and support, name tags, hat pins, printing, signage, disk jockey, shipping, postage and other miscellaneous office expenses. These administrative costs are approximately \$20.00 per person for 2017.

The organization is contractually responsible and, therefore, financially obligated to service providers for goods and services based on the registration count as of the reunion registration deadline of August 9, 2017. Beer and soda must be ordered by this date. (There are no returns after the reunion for any excess.)

A meal count for the Saturday banquet must be given to the hotel no later than noon on the Thursday of the reunion week. The hotel orders and prepares food based on this count and the organization is billed for this number of meals, plus tax and service charges. The meal cost is the largest portion of the reunion registration fee. All reunion expenses are paid based solely on registration fees collected and do not rely on any other outside sources for funding.

On September 1, 2017, a total of 1,186 people were registered for the reunion. **Based on this number the estimated cost of the reunion was approximately \$110,000.**

In order to defray some of the administrative costs, the board has drafted the following criteria for refunds:

1. Those who were registered for the reunion and who contacted any board member by phone, e-mail or 11th ACVVC website OR those who cancelled their Rosen Center Hotel reservation by 9:00 am on Thursday, September 7, 2017, will receive a refund less an amount of \$20.00 per person to cover administrative costs.
2. Those who were registered for the reunion and picked up their reunion name tags, meal tickets and food vouchers were included in the meal count for the Saturday night banquet. The organization is billed based on the number of meals and therefore the individual will not receive a refund. Those individuals who picked up name tags and chose to leave prior to the Saturday banquet will not receive a refund.

Several hundred cancelled as a result of the hurricane and met the criteria in # 1 above, and will receive a refund within the next few weeks. Refunds are processed manually so we ask for your patience as we work through this process.

Thank you for your support!

The 11th ACVVC Officers and Board of Directors