



REGISTRATION COSTS AND DEADLINES

We understand that previous changes that were made to our registration deadlines and payments (including cancelation/refund policies) may have been difficult to keep straight depending on what printed material you referenced. We want to let you know that we made the best decisions at the time with the best information we had at that time. We ask for your patience as yet once again we make some changes based on new information we have related to the State of Indiana's "Stages of re-opening."

As we work to plan well for a large event, traditionally our registration deadlines start at the end of March, however, to accommodate our attendees and the current situation with COVID 19, all payment dates and fees initially announced as early as this past January have been WAIVED for summer 2020.

In addition, changes adapted in March and April in response to COVID 19 are being updated as outlined below. We had previously announce a \$200 deposit amount on June 15, but have chosen to go back to the traditional \$75 deposit.

1. Pay a \$75 deposit no later than midnight, June 15 to secure the \$473 registration rate.

- Payment of the \$75 deposit after midnight, June 15 will result in a \$498 registration fee.

2. Pay the FULL balance by midnight, July 1st.

- Balances paid after midnight, July 1st will incur an additional \$25 rate increase.

Questions about registering? Contact our Registrar at registrar@cenational.org.

CANCELLATION AND REFUND POLICY

Refund policies can be a challenge. Balancing the needs of Momentum attendees with the commitments that come as part of offering a large-scale event requires a delicate balance, in addition to practicing biblical stewardship. With the goals of protecting the faithful supporters of Momentum, ensuring a high quality conference, and Momentum fulfilling its commitment to purchase supplies, equipment and rent university facilities, the following refund and cancellation policies have been established.

We know you are closely monitoring the current ongoing changes with COVID-19 and wanted to assure you that we are doing the same. We understand there are concerns and we are taking them seriously as your safety and well-being is our utmost priority.

We are in weekly contact with the Indiana Wesleyan University campus and together we are reviewing the ongoing changes of policies as set forth by the Indiana State Department of Health as we seek to plan how to provide, manage, and execute a safe environment for all who attend Momentum 2020.

While an e-mail or phone call to the Momentum office or Registrar communicating a cancellation and/or to inquire about this policy are welcomed, these forms of communication do not qualify as notification, and the Momentum office/Registrar is not accountable for processing the refund request.

The individual cancelling is responsible to complete and submit the "Notice of Cancellation" accompanied by proper documentation (as stated on the form) in order to be considered for a refund. This form is available on buildmomentum.org under Forms and Policies.

REQUEST FOR REFUND BETWEEN UNTIL JULY 1

Refunds are not guaranteed and are left up to the discretion of the Momentum Finance Committee. Approved refunds are only considered for any money paid above a non-refundable \$75 deposit.

Refunds (above the \$75 non-refundable deposit) are only considered for the following reasons:

- Medical Emergency (Doctor's note required)
- Military Call to Duty (copy of call to duty required)
- Death in the immediate family (As defined as parent, sibling, or grandparent)
- COVID 19 related reason handled on a case by case basis

REQUEST FOR REFUND BETWEEN JULY 2 AND JULY 14

Refunds are not guaranteed and are left up to the discretion of the Momentum Finance Committee. Approved refunds are only considered for any money paid above a non-refundable \$75 deposit.

Refunds (above the \$75 non-refundable deposit) are only considered for the following reasons:

- Medical Emergency (Doctor's note required)
- Military Call to Duty (copy of call to duty required)
- Death in the immediate family (As defined as parent, sibling, or grandparent)
- COVID 19 related reason handled

Additionally, within this time frame, only half of money paid (minus the \$75 deposit) will be refundable. We regret that we cannot refund more than this.

YOUTH WORKER REFUND POLICY

Because Momentum recognizes that adult youth workers often have to take vacation time to serve at Momentum, if they need to cancel for any reason, a full refund (including the initial \$75) will be honored (or transferred to a new registering adult from their church).

Please notify us of your need to cancel and request of refund or transfer at buildmomentum.org/forms-2 under Cancellation Policy and Form.

WHAT IF MOMENTUM IS CANCELLED BECAUSE OF REGULATIONS?

If it is out of our control to have Momentum 2020 and we must cancel the July event, Momentum will refund you any money paid towards your 2020 registration except a \$25 administrative fee.

WHAT IF MY CHURCH HAS DECIDED NOT TO BRING OUR GROUP?

We understand that church leadership is also trying to make the best decisions for your student with the information available to them as it applies to the state that you live in. If it is out of your control because your church will no longer be bringing a group to Momentum 2020, you will be refunded all but a \$25 administrative fee.

SHOULD I WAIT TO REGISTER?

If you are hesitant to register, for any reason, we encourage you to consider the following:

1. Wait until the July 15th deadline day to make a \$75 deposit payment when you will have the most current information to make your best decision.
2. Wait until after July 2 to pay your balance. If you decide to attend, it will be an additional \$25 after this date, however. If you do pay the full balance by July 1 and then need to cancel, please realize only half of the payment will be considered to be refunded.