

Student Cancellation Policy 2024

Cancellation Policy for 2024 Momentum Youth Conference Students

- 1. \$75 of the initial payment is non-refundable and non-transferable.**
- 2. A full or partial refund [minus \$75 because that is always non-refundable] may be given if a student must miss attending Momentum Youth Conference due to the following situations:**

- Medical emergency of the student
- Military call to duty
- Death in the immediate family, defined as parents, siblings, and grandparents.

Reasons beyond the three reasons listed above are rarely awarded refunds/transfers and are left to the discretion of the Momentum Youth Conference Finance Committee. (While refunds for family scheduling conflicts or athletic scheduling conflicts are not eligible for refunds, these students may consider 'transfer of funds' as listed below).

While an e-mail or phone call to the Momentum Ministry Partners office or Registrar communicating a cancellation and/or to inquire about this policy is 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 canceling is responsible to complete and submit the 'Notice of Cancellation' accompanied by proper documentation (as stated on the form) to be considered for a refund. This form is available on <https://buildmomentum.org/cancellation/>.

Auto payments will stop once cancellation is received. If a refund is approved, it is payable in the same way the initial payment was received. Credit Card accounts are credited the refund amount, ACH accounts are credited, and checks are sent to those who paid by check.

- 3. Transfer of Funds:** Transfer of monies (paid in excess of \$75 since that is always non-refundable/non-transferable) may be requested for students canceling who do not qualify for a refund as outlined above. The monies to transfer can only be applied to a new student's registration account or a sibling of the canceling student. 'New' is defined as a student who was not registered at the time of filling out the 'Notice of Cancellation Form.'
- 4. Deadlines:** The 'Notice of Cancellation' form must be received by midnight July 15th, 2024, for any consideration of refund/transfer of monies. No refund or transfer of any monies will be issued if the participant cancels/leaves after the start date of Momentum (July 16th, 2024).
5. If you are concerned about a potential scheduling conflict, we suggest selecting the option to not make monthly payments and rather have the final balance withdrawn on June 15th.

REMINDER The Refund Policy only allows for refunds for three reasons (with documentation): medical reasons (doctor's note), death in the immediate family, or call to military duty. While occasionally some exceptions have been approved in advance of June 15th, it is highly unlikely that any exceptions will be available for new registrations started after June 15th. Momentum Youth Conference has financial obligations to fulfill based on per-person charges. If you know of the possibility of not being able to fulfill your attendance, you may want to consider only paying the \$75 deposit and select the option to have your final balance auto-withdrawn on June 15th. This way, should you not be able to attend Momentum Youth Conference due to scheduling conflict (ie sports camp, ministry team, or family vacation) you are only losing the \$75 (which is always non-refundable).