

PURPOSE

To provide clarity for registrants and staff regarding the refundability of fees charged for Friendship Church events and activities.

APPLICABILITY

All registrants of events and activities provided by Friendship Church. Arrangements with and through other entities for joint/shared events may have additional restrictions or modifications.

POLICY

General Fund giving covers the annual operating expenses necessary for conducting the church’s basic ministry activities, such as staffing, facilities, information technology applications and infrastructure, and the direct ministry activities. However, some events and activities require expenses above and beyond the general fund and provide a benefit to a specific participant. In these circumstances it is necessary for the church to charge a registration fee to cover the ancillary expenses, such as participant materials and food.

Cancelled

Registrations may be cancelled up to the end of the registration period. Once the registration period is closed, registrations cannot be cancelled or refunded.

Transferability

Most event registrations are transferrable to another qualified participant. See the participant organizer for transferability.

Refunds

It is the policy of Friendship Church to issue refunds of registration fees, upon request, only when:

1. Friendship Church cancels an event.
2. A registrant cancels their registration prior to the close of the registration period. In most cases the refund amount will be the full registration fee. In some rare circumstances the refunded amount will be less if the church incurred any non-refundable expenses.

All refunds will be made to the original payee and the original form of payment.

Contact

Please contact the Executive Director with any questions.

Policy # 160-10

Executive Director
Policy Owner

Finance Coordinator
Policy Contact

Finance Coordinator
Responsible Officer

April 11, 2023
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