



Cancellation Policy

We understand that some circumstances are beyond one's control, and you may decide after registering that you need to cancel. In order to keep costs affordable and to adequately plan for events, it is necessary for us to have a cancellation policy. Please read thoroughly before registering.

Phil Waldrep Ministries will not be held responsible for events beyond our control, including weather and terrorism related causes, that prohibit your attendance.

1. **ALL REGISTRATION DEPOSITS ARE NONREFUNDABLE FOR ANY REASON. NO EXCEPTIONS!**
2. Refunds of monies paid in excess of the registration deposits are refundable if cancellations are received in writing thirty (30) days before the opening day of the conference. **This does not apply to any transfers that were made in 2020 to a future event due to the COVID-19 pandemic. These amounts are all non-refundable.**
3. There are **NO CASH REFUNDS WITHIN THIRTY (30) DAYS** of the opening day of the conference! A conference credit may be issued if any of the following conditions apply with supporting documentation. These guidelines only apply to the individual(s) requesting cancellation and do not extend to all persons within the group.
 - A. A person is unable to attend due to medical conditions. A signed statement from a medical doctor must accompany the form.
 - B. An immediate family member dies within thirty (30) days before the opening day of the conference. An obituary must accompany the form.
 - C. A person is married to an individual who meets the criteria of (A) or (B).
4. **IMPORTANT: Because of our contractual obligations to hotels, any lodging cost incurred by Phil Waldrep Ministries due to your cancellation inside thirty (30) days WILL BE DEDUCTED from any credits due.**
5. **IMPORTANT: Groups that have registered but have not submitted individual names of attendees by the balance due date do not qualify for any credit for any reason.**
6. The person making the original registration or the designated group leader must make all cancellation requests. Phil Waldrep Ministries must receive all supporting documentation before the end of thirty (30) days after the close of the conference before any credits will be considered.
7. All credits/refunds shall be payable to the party upon whom the original registration check/ credit card was drawn. **Credits may be applied to any future Women of Joy, Gridiron or Celebrators registration. Credits must be used by December 31st of the following calendar year.**
8. All group accounts must be paid in full before any credits can be made to any person in the group.

Direct all cancellation requests and documentation to:

Registration Department, Phil Waldrep Ministries, 226 Moulton St. East, Decatur, AL 35601
Phone: 1-256-355-1554, Fax: 1-256-355-2808

This policy is subject to change without notice. Last revised: December 1, 2020