



SBOC “Training Event Cancellation Policy”

Effective 10/04/2022:



The Suburban Building Officials Conference (SBOC) Board has created a ‘Training Event Cancellation Policy’. We have done so for two main reasons.

1. Limited Seating – That is, if you register and *do not attend*, the seat will be wasted on someone that wanted to attend, but was denied attending because there were no more seats available.
2. Cost – After the advertised course registration deadline date & time elapses (**the Friday before the event at 4:30 PM**), SBOC is required to give the venue the number of registered attendees. Once that count is given to the venue, SBOC is responsible to pay all fees associated with the number of attendees.

Because of this, SBOC has created this ‘Training Event Cancellation Policy’ to assure that all fees associated with registrations are paid in full. As of this time, all cancellations are required to occur ‘**prior**’ to the event’s deadline date & time.

As such:

- The preferred and fastest method to cancel is through your CVENT “Registration Confirmation” e-mail. Your CVENT Registration Confirmation e-mail has all the information needed embedded in it to “**Unregister/Cancel**”.
- Prior to the Deadline date and time, Cancelled & Online Paid In-Full registration fees will be refunded electronically through the CVENT system. If you mailed a check in to SBOC, **the registration fee will be refunded by check.**
- If you register and have ‘paid’ for the event with a “**Credit Card**”, and cannot attend – please “Unregister/Cancel” your registration *prior to*, or before, the course’s advertised registration deadline date & time.
 - If not cancelled, or the cancellation occurs *after* the deadline date & time elapses, no refund will be made. SBOC cannot credit the account.
- If you chose the “**Cash or Check at Door**” option on CVENT and cannot attend and did not “Unregister/Cancel”, **you will be sent an invoice for the balance due.** Future registrations for upcoming training will be denied if there is a balance due on the account.
- If you chose the “**Cash or Check at Door**” option on CVENT and ‘mailed a check’ in to SBOC, and did not “Unregister/Cancel” prior to the deadline, **the check will be deposited and no refunds given.**
- Alternate method of Cancellation: If you are not in the office and cannot access the Registration Confirmation e-mail, an alternate method of canceling can be an e-mail sent to events@sboc-7.com. The e-mail must clearly state your full name, e-mail address, your cancellation request, and must be ‘time/date stamped’ prior to the ‘deadline date & time’ of said event for the cancellation to be accepted.
- As we are all volunteers, all refunds will occur after the close of the training session and within the next calendar month.