

CMALA Refund Policy

Complete policy and shortened checkout notice

1. Complete CMALA Refund Policy

CMALA is a nonprofit organization, and proceeds from our events support fellowship activities, convention expenses, and scholarships. We understand that plans sometimes change and will handle refund requests fairly and consistently.

- **Event canceled by CMALA:** If CMALA cancels an event, including because of unsafe weather conditions, ticket holders may receive a full refund or transfer their payment to another eligible CMALA event.
- **Event postponed or rescheduled:** Tickets will automatically remain valid for the new date. Anyone unable to attend may request a refund within 14 days after the new date is announced.
- **Personal cancellations:** Refund requests must be received at least seven calendar days before the event. After that deadline, payments are nonrefundable because CMALA may already have committed funds for the venue, food, supplies, and other expenses. When possible, tickets may be transferred to another person.
- **Weather:** Events will proceed in light or manageable weather when it is safe to do so. Refunds will not be issued solely because an attendee chooses not to attend due to the weather. If CMALA cancels the event because conditions are unsafe, the cancellation provision above will apply.
- **After attending an event:** Refunds will not be provided because an attendee was dissatisfied with the event, left early, or did not use all included activities, food, or benefits.
- **Convention registration:** Refund requests must be submitted by the registration refund deadline published for that year's convention. After the deadline, registrations may be transferred to another person but are nonrefundable.
- **Multi-event passes:** Passes are nonrefundable once they have been used for any event. Before first use, a refund may be requested within 14 days of purchase.
- **Donations:** Voluntary donations, including scholarship and peer-to-peer contributions, are generally final and nonrefundable. CMALA will correct duplicate payments, processing mistakes, or unauthorized transactions.
- **Exceptional circumstances:** CMALA may consider documented medical emergencies, bereavement, or other serious hardships individually. Approval is not guaranteed.

Requesting a Refund

All refund requests must be emailed to Treasurer@cmala.com and include:

- Purchaser's name
- Name of the event
- Payment date
- Reason for the request

Approved refunds will be returned to the original payment method, generally within 7-10 business days. Any processing fees that CMALA cannot recover may be deducted where permitted.

CMALA reserves the right to make reasonable exceptions when doing so is consistent with its nonprofit purpose and fair to the fellowship.

2. Short Checkout Version

Refund Policy

Refund requests must be emailed to Treasurer@cmala.com at least seven calendar days before the event. Requests received after that deadline are generally nonrefundable, although tickets may be transferred to another person when possible.

If CMALA cancels an event, ticket holders may receive a full refund or transfer their payment to another eligible CMALA event. Refunds are not provided because an attendee did not attend, left early, or was dissatisfied with an event.

Donations are generally final and nonrefundable. Multi-event passes are nonrefundable after they have been used.

By completing this registration, you acknowledge and agree to the [complete CMALA Refund Policy](#) [insert link].

3. Payment Description Guidance

Use **ticket**, **registration**, or **event admission** when the purchaser receives admission, food, merchandise, or other benefits. Reserve **donation** for a voluntary contribution for which nothing of significant value is received.

The IRS has special disclosure requirements for payments over \$75 that are partly a contribution and partly payment for goods or services. [View IRS guidance.](#)

Treasurer Digby L./August 31, 2026