



## **Eastern Shore Chamber of Commerce Event Refund Protocol**

To ensure fairness and clarity for all attendees and event partners, the Eastern Shore Chamber of Commerce maintains the following refund policy for all Chamber-hosted events:

### **Refund Eligibility**

- **Cancellations made 14 or more days prior to the event:** Eligible for a **full refund**.
- **Cancellations made 7 days prior to the event:** Eligible for a **50% refund**.
- **Cancellations made less than 7 days before the event or no-shows:** **Non-refundable**.

### **Special Circumstances**

Refund requests due to medical emergencies, natural disasters, or other extenuating circumstances may be reviewed on a **case-by-case basis**. Documentation may be required.

### **How to Request a Refund**

All refund requests must be submitted in writing to **[jwalker@eschamber.com](mailto:jwalker@eschamber.com)** and include:

- Name of the registrant
- Event title and date
- Reason for cancellation
- Payment confirmation or receipt (if available)

### **Processing Time**

Approved refunds will be processed within **7–10 business days** and returned via the original payment method.

### **Event Cancellations by the Chamber**

If an event is canceled or rescheduled by the Chamber, all registrants will be offered:

- A full refund or the option to transfer registration to the rescheduled date (if applicable)

