

The Association of College and University Auditors (ACUA)

Educational Cancellation and Refunds

Original Issuance Date

July 17, 2025

Effective Date

July 17, 2025

Last Revision/Reviewed Date

November 18, 2025

Purpose

This policy provides guidelines for handling cancellations and refunds of ACUA educational programs to ensure transparency and consistency, and to minimize participant inconvenience.

Policy Owner

Professional Education Committee Chair

Scope

This policy applies to all of ACUA's educational programs.

Policy Statement

Outlined is our comprehensive approach to communication and resolution in the unfortunate circumstance that ACUA must cancel an educational program. Additionally, a participant may be eligible for a registration refund when the participant needs to cancel their registration for an ACUA educational program.

I. ACUA Initiated Conference Cancellation

a. Registration:

- i. We will promptly halt the acceptance of any new registrations for the affected educational program.

b. Timely Communication:

- i. ACUA understands the importance of clear and timely communication. As soon as the decision to cancel is made, we will communicate via email to all registered individuals. The communication will provide a detailed explanation of the

reasons behind the cancellation, demonstrating our commitment to transparency and accountability.

c. Assessment for Rescheduling:

- i. The feasibility of rescheduling the educational program will be assessed by the Board in consultation with the Executive Director and the Professional Education Committee Chair. Alternative dates and locations to accommodate member needs will be explored.

d. Refund Policy:

- i. In the event that rescheduling is not feasible or if participants are unable to attend the rescheduled program, ACUA will issue full registration refunds to all registered individuals. Fairness and satisfaction in the refund process will be a priority.
- ii. Refunds will be processed within 30 days of the cancellation notice.
- iii. The refund policy does not apply to travel, lodging, or other non-registration costs incurred by the participant.

II. Participant Initiated Conference Cancellation

a. Conference Registration:

- i. Conference registration cancellations received one month before the conference start date will be refunded less a \$200 cancellation charge.
- ii. Conference registration cancellations received at least one month before the conference start date will be honored as a credit less \$200 cancellation fee at a future conference within two years.
- iii. Notification of cancellation must be submitted in writing to info@acua.org.
- iv. Substitutions are allowed at any time and must be submitted in writing and must be of the same membership status.

III. Cancellations of Webinar Registration by Non-Members:

- a. In the event that a non-member registers and pays for a webinar and is unable to attend, the registration can be transferred to another webinar or refunded.

Compliance

The management company is positioned to be aware of all refunds since the distributions are processed by the executive office. The management company will notify the President if a decision about a refund is not consistent with the policy.

Exceptions

The President is authorized to approve exceptions to the policy. Requests and their outcomes will be consistently documented with the outcome, rationale, factors considered, and date. **Exceptional Circumstances:** In cases of natural disasters, pandemics, or other exceptional circumstances, the organization will follow relevant guidelines and policies to ensure the safety and well-being of participants, staff, and volunteers.

Definitions

1. **CPE:** Continuing Professional Education.
2. **NASBA:** National Association of State Boards of Accountancy. ACUA undergoes a rigorous application and maintenance process for each of ACUA's educational activities to ensure they are eligible for members to earn CPE.
3. **PEC:** ACUA's Professional Education Committee, which oversees all of ACUA's educational offerings.

Contacts

1. **Primary Contact:** President.
2. **Secondary Contact:** Executive Director.

Approval and Revision History

1. **Approved By:** Board of Directors, July 17, 2025.