

Membership Refund/Cancellation Policy

- Manitoba Nursery Landscape Association (MBNLA) reserves the right to refuse/cancel a membership in the MBNLA.
- If MBNLA refuses a new or renewing membership, registrants will be offered a refund.

Membership Cancellation by Participant

- Membership cancellations will not be eligible for a refund.

Event Refund/Cancellation Policy

Event Cancellation by Sponsor

- The Manitoba Nursery Landscape Association (MBNLA) reserves the right to cancel an event due to low enrollment or other circumstances which would make the event non-viable.
- If MBNLA cancels an event, registrants will be offered a full refund.
- Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date.
- All refunds will only be made using the original form of payment.

Registration Cancellation by Participant

- Unless specifically stated on registration materials, the deadline to receive a refund for your registration is 10 business days before the event.
- Registration cancellations received prior to the deadline may be eligible to receive a refund less a service fee. This fee is based on the per person registration fee for the event or program:
 - \$20.00 to \$100.00– \$10.00 administration fee; and
 - \$100.01 or higher – administration fee equal to 10% of the registration fee
- Cancellations received after the stated deadline will not be eligible for a refund.
- Refunds will not be available for registrants who choose not to attend an event.
- Registrants who cannot attend an event are encouraged to exercise the option of providing a substitute participant to attend in his/her place. A written notification of a substitution will be accepted by email up to 5:30 pm the day before the event. When signing in at the event, the substitute participant must bring a copy of the registration receipt or the registration confirmation email.
- Cancellations will be accepted via phone, fax or e-mail, and must be received by the stated cancellation deadline.
- All refund requests must be made by the attendee or credit card holder.
- Refund requests must include the name of the attendee and/or transaction number.
- Refunds will be credited back to the original credit card used for payment.

These above policies apply to all MBNLA events unless otherwise noted in the corresponding event materials. Please read all individual event information thoroughly.