

Subject: Policy Related to Payments for Events (Cancellations)

Ladies:

At a recent Board meeting, we discussed an important issue related to event attendance...and specifically related to last-minute cancellations and the financial impact on our Club. We have experienced last minute cancellations or “no shows” at several of our recent events resulting in unforeseen costs that the Club needed to absorb

The most recent example was in December, when we ran a trip to tour the Victorian Mansion at Ringwood. To secure a time for our group, we were required to make a deposit of \$80 or \$8 per person. Prior to the event, we had more than 10 ladies registered. Within a day of the event, 5 ladies canceled. These ladies signed up for the event but did not pay the required fee, so the club had to outlay funds for the non-attendees.

Similarly, if we have an event and need to plan for food and drink (e.g., wine and cheese social), last minute cancellations can result in over purchase, waste and unrecouped expenses. We have scheduled a lecture and tasting on Chocolate in February. There is a speaker fee for this event. Also, if we have reservations at a venue (e.g., lunch bunch or holiday event) with perhaps a separate room or a large table, we may have a room fee or minimum attendance amount. In addition, our organization can get a negative reputation if we reserve a location based on expected attendance and then a significant number do not attend.

The ladies who volunteer to run an event really put in a lot of time and effort to create and execute an enjoyable experience. We operate on a small budget, so every unplanned expense means that we have less money for other events or charitable contributions. It is also very discouraging to those planning events when there are many last minute cancellations or “no shows”.

We understand that “life happens” and there may be a last-minute change. However, going forward, our new policy is that if you sign up for an event, you will be expected to pay for that event, even if you are unable to attend. This is no different than reserving tickets for a play or other performance and having to pay for them if you are unable to attend.

We are grateful for those ladies who already follow this policy as well as for those who voluntarily make contributions to offset expenses.

Thank you for your understanding and cooperation!

Morristown Newcomers and Neighbors Board
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