

Memo to: NETA Executive Committee
From: Karla Niedan-Streeks, Chairman
NETA Policies and Procedures Committee
Date: September 14, 2007
Subject: Proposed Policy Statement for Event
Cancellation/Refunds

At Lora's request, I have made several calls statewide to determine an "average" timeframe as to when facilities require "guaranteed numbers" for food service for events; in order to draft a policy statement that addresses refunds to our members.

The timeframes range from 48 hours to two weeks out for food guarantees; on that basis, below please find a draft of a new policy for statement for NETA. The purpose for this new policy statement is to protect the organization from having to pay for meals/food service for members who don't attend and to inform NETA's membership about when and who they need to contact in the event they need to cancel their reservation for attendance at a special event.

NETA Sponsored Events Refund Policy:

The Nebraska Travel Association (NETA) sponsors annual events attended by members of the organization, for which fees for attendance are charged. If for any reason the NETA member should cancel their reservation for attendance at events where pre-registration and fees are required for food and beverage guarantees, refunds to members would be based on the following cancellation policies:

- Fourteen days (14) or more prior to the function – 100% of registration fees will be refunded to the NETA member.
 - Requests for refunds must appear in writing via e-mail to the appropriate contact person designated for NETA events.
 - Less than fourteen (14) days prior to the function – No refunds will be granted to NETA members. *NETA's Executive Committee reserves the right to consider petitions of special consideration brought forward by members relating to this policy.*
 - NETA's Chairmen of special events will be required to list cancellation policies on every registration form; to include the name, phone number and e-mail address of the person responsible for taking AND canceling reservations, as well as the date after which refunds for said events will no longer be granted.
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This is the “draft” of a new policy statement; your input, additions, revisions, etc. are requested.

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Once the final policy statement is approved by the Executive Committee and adopted by the NETA membership, I would recommend that the policy statement be added to the policies and procedures manual in the following categories:

- 1. NETA Legislative Committee Capitol Day Committee Guidelines.**
- 2. NETA Annual Meeting Committee Guidelines**
- 3. NETA Brochure Swap Committee Guidelines**
- 4. NETA Treasurer Policies & Procedures Guidelines**
- 5. NETA Secretary Policies & Procedures Guidelines**
- 6. NETA Chairman Policies & Procedures Guidelines**
- 7. NETA Vice Chairman Policies & Procedures Guidelines**
- 8. NETA Past Chairman Policies & Procedures Guidelines**

**Let me know your thoughts after your review of this policy statement draft.
Thanks!**

Karla