

Registration and Refund Policy Mercy Conference and Retreat Center (Effective June 30, 2022)

Program Registration Policy

- Program fees will be listed on the website. Registration will not be complete until payment has been received.
- Registrants who are notified that a program is full will have the option to be placed on a waitlist.
- A person on a wait list (who has not previously paid) and is offered a spot for the program will only be allowed to pay the program fee via credit card.

Program Refund Policy

- If Mercy Conference and Retreat Center (MCRC) cancels a program, the total amount paid by those registered will be refunded.
- If a guest doesn't attend a program and does not cancel her/his registration at least 48 hours in advance, no refund will be given.
- Refunds requested because a guest has to leave a program for a personal or medical emergency are handled on an individual basis.
- MCRC reserves the right to determine the method for refunding the program fee.

Refund Amounts

Day Programs:

If MCRC is notified of a cancellation at least 48 hours in advance, and a refund is requested at that time, 75% of the program fee, after a processing fee of \$10, will be refunded.

Note: Approximately one week prior to a program, MCRC pays the Housekeeping and Dietary Departments to clean and supply the rooms, purchase the food, and prepare the meals for our guests. The following refund percentages take these factors into account.

Overnight Programs, including commuters for those programs:

A refund must be requested at the time of cancellation.

| | |
|-----------------|--|
| 7 days notice | 75% refunded after processing fee of \$30. |
| 3-6 days notice | 60% refunded after processing fee of \$30. |
| 48 hours notice | 40% refunded after processing fee of \$30. |