



Refund Policy

We certainly understand that some circumstances are beyond one's control, and for one reason or another, you may decide after registering that you need to cancel. In order to keep costs affordable to as many as possible and to adequately plan for events, it's necessary for us to have a refund policy. Please read and familiarize yourself with it before registering.

1. All registration DEPOSITS ARE NONREFUNDABLE for any reason.
2. Refunds of monies paid in excess of the registration deposits are refundable if cancellations are received in writing forty-five (45) days before the opening day of the conference.
3. Groups that have registered but have not submitted individual names of attendees before forty-five (45) days of the opening day of the conference do not qualify for any refund for any reason.
4. There are no cash refunds within forty-five (45) days of the opening day of the conference. A conference gift certificate, for the refundable amount, may be issued if one of the following conditions apply:
 - A. A person is unable to attend due to medical conditions. A signed statement from a medical doctor must accompany the form.
 - B. An immediate family member dies within forty-five (45) days before the opening day of the conference.
 - C. A person is married to an individual who meets the criteria of (A) or (B) above.
 - D. A pastor or paid church staff member is required to participate in a funeral service during the conference.

For B, C, and D - An obituary, or a letter from a funeral director or officiating minister stating the person's involvement in the funeral must be attached to the refund request. The refundable amount shall be equal to the percentage of the conference lodging nights the person missed.
- E. A person is required to serve on a jury or be called to active military duty. A letter from the court authority or the commanding officer must accompany the refund request.
5. The person making the original registration or the designated group leader must make all refund requests.
6. All refund checks/credits/gift certificates shall be payable to the party upon whom the original registration check was drawn. No refund can be issued until at least fifteen (15) days after the deposit of the original check.
7. All group accounts must be paid in full before refunds can be made to any person in the group requesting a refund. Such refunds shall be credited to the account of the group.
8. All questions or requests for refunds should be made to:

Registration Dept. - Phil Waldrep Ministries
226 Moulton Street East; Decatur, AL 35601
Phone: 1-800-374-1550; Fax: 1-256-355-2808
9. The conference office must receive all required documentation before the end of thirty (30) days after the close of the conference.

Rules and regulations subject to change without notice. Last revised: September 2012.