

# LMB Cancellation and Refund Policy

We understand things happen in life and sometimes you have to cancel your registration. We want to make it as easy as possible to do so. Please note we do not make individual exceptions in our cancellation policy (including family, medical, or employment situations). To protect your investment, we recommend discussing insurance with your trusted provider THAT SPECIFICALLY PROVIDES REFUNDS FOR PERSONAL AND EVENT CANCELLATIONS.

Please note: we do not make individual exceptions to any part of our cancellation policy (including for family, medical, or employment situations).

Cancellation requests must be made in writing or via email to [tours@LMB.org](mailto:tours@LMB.org). Please make sure any requests made by traditional postal service are postmarked by the timestamps listed in this policy as the date the email is sent or the postmark date is the date that will be used to determine the refund eligibility. Otherwise, the date will be determined by the date of receipt at the LMB office.

There are no refunds for any ordered merchandise, or credit card processing and banking fees. Any ordered merchandise will be shipped directly to the participant as soon as possible after the merchandise arrives at LMB offices.

Please allow 30 days for processing. Due to limited staffing, refund requests made within 30 days of the event may be held for processing until the conclusion of the event.

Fourteen (14) days prior to the event there will not be any transfers, deferments, or cancellations accepted.

No refunds or credits will be issued during the event for any reason, including:

- Participant arrived late to the event.
- Participant departed early from the event.
- Participant was asked to leave the event by LMB.
- Participant paid for food, lodging, transportation, tickets or any other items which they did not use.

## Membership/Donation Refunds or Cancellations

If you purchase a membership to gain access to LMB events and other member benefits, and you decide to cancel your event registration you will retain your membership until the expiration date. We do not refund membership purchases. Membership must be purchased before the registration to gain member benefits as it relates to registration, cancellation, or deferment.

**INDIVIDUAL MEMBERSHIP:** Grants early access/pricing for event registration as well as member benefits under LMB's Cancellation and Refund Policy for a single event registrant.

**HOUSEHOLD MEMBERSHIP:** Grants early access/pricing for event registration as well as member benefits under LMB's Cancellation and Refund Policy for multiple event registrants within a single household that are tied to the membership account.

Individual members can upgrade an active membership prior to registering for the events here [Membership Upgrade](#) to take advantage of Household benefits. Check your membership type and status [here](#) [Membership Status](#).

### **Non-Members**

A full refund for a non-member is not available once registered. We know life happens but please make sure to seek out event insurance through your provider who provides reimbursement for your registration costs should you or the LMB have to cancel. There will be no exceptions to this policy.

A 50% refund less a \$50 processing fee for each registrant is available for a non-member who cancels within 30 days of registering. The cancellation must be at least 30 days prior to the event.

No refund is available for a non-member who cancels less than 30 days prior to the event. No deferment is available for a non-member.

### **Members**

To take advantage of member benefits a member must be in good standing prior to purchasing event registration and remain in good standing to utilize any member benefits. Sign up or check your membership status [HERE](#). You must be a member PRIOR to registering for an event to take advantage of the member benefits.

## **Member Refund Options**

90 days or more before the event: you can receive a 90% refund for the cost of the event (less a \$50 processing fee and any credit card or bank fees). Even though members are granted this benefit we still recommend that you seek out event insurance through your provider and make sure the coverage provides reimbursement for your registration costs should you or the LMB have to cancel.

Less than 90 days prior to the event, but more than 30 days prior to the event: you can receive a 50% refund, (less a \$50 processing fee and any credit card or bank fees).

30 days or less prior to the event: No refund is available for a member who cancels 30 days or less prior to the event.

## **Member Deferment Options**

At least 45 days out from the event: A 100% deferment/transfer credit less a \$50 processing fee for each member registrant is available for anyone who wishes to defer their participation to a future LMB event or transfer the credit to another person provided the request is made at least 45 days before the event. This credit will only be valid for 1 year from the date of issue.

Between 15 and 45 days out from the event: A 50% deferment/transfer credit less a \$50 processing fee for each member registrant is available for anyone who wishes to defer their participation to a future LMB event or transfer the credit to another person provided the request is made at least 45-15 days before the event. This credit will only be valid for 1 year from the date of issue.

14 days or less: No deferment is available for a member who cancels 14 days or less prior to the event.

## **Deferment Credit**

This credit will be valid for 1 year from the date issued and will expire if not used and become a donation to the LMB. This includes the price of registration (less the processing fee) and any add on items including bus, ferry, and extra baggage fees. This does not include any merchandise, credit card or banking fees. This will be for the current value paid. Any additional costs or price increases at the time of redemption will be the responsibility of the participant.

Requests must be made in writing or via email to [events@LMB.org](mailto:events@LMB.org). No refunds will be given on deferment credit.

### **Deferment Procedure**

Deferment requests must be made in writing or via email to [tours@LMB.org](mailto:tours@LMB.org). Please make sure any request made by traditional postal service is postmarked by the timestamps listed in this policy as the date the email is sent or the postmark date will be the date used to determine deferment eligibility. Otherwise, the date will be determined by the date of receipt at the LMB office.

Registrant must make sure to include the following details:

Their name and any other registrants, the event registered for, reason for deferment, valid email address and phone number.

A one-time use deferment coupon code with the value paid that year and an expiration date will be emailed after the deferment is approved and processed.

### **Transfer Procedure**

Transfers are the responsibility of the riders. If you wish to transfer to another rider you can do so by contacting [tours@lmb.org](mailto:tours@lmb.org) or via mail and requesting a coupon code for the cost you spent on the event less a \$50 processing fee. This includes the price of registration (less the processing fee) and any add on items including bus, ferry, and extra baggage fees. This does not include any merchandise, credit card or banking fees. You will then be canceled as a registrant in our system. You can pass along the coupon code and have the person who is transferring register for the event. The coupon code will only be valid for 14 days after being issued so make sure you know who it is going to and that they are ready to register. Transfers are not allowed 14 days prior to the event. No exceptions will be made on this policy. There are no pricing guarantees for the transferred registrant. If any side trip, transportation, or upgrade options are desired by the new rider which was not included in the original rider's registration, they may purchase these options when registering. The transferred rider will also be responsible for the extra costs of any price increases. LMB will not act as an agent in any financial transactions between riders. Riders assume all financial risks in these transactions. No refunds will be given on deferments.

If an event is full, and a waitlist is being maintained, transfers will not be permitted.

## **Event Cancellations**

LMB reserves the right to cancel any events due to low enrollment in which case the participant's registration fees will be refunded less a \$50 processing fee. This includes the price of registration (less the processing fee) and any add on items including bus, ferry, and extra baggage fees. This does not include any merchandise, credit card or banking fees.

The League of Michigan Bicyclists (LMB) may cancel or reroute any and all events or events due to the occurrence of any force majeure event or credible threat thereof, including but not limited to any Act of God, government action or inaction, fire, earthquake, tornado, acts of civil or military authority, casualty, flood, war, terrorist attack, epidemic, insurrection, civil unrest, strikes or other labor activities or any other similar cause beyond the reasonable control of LMB, including environmental conditions that might threaten the health and safety of Event participants, volunteers or staff. You understand and agree that your registration fees and other costs will not be refunded by LMB if all or any portion of an LMB Event is canceled or rerouted due to a force majeure event. You release and hold LMB harmless for any costs or damages incurred as result of cancellation or rerouting of an LMB Event due to a force majeure event.