

Editing Cancelation Fees

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Cancelation fees can be applied to events for two purposes. If you do not allow refunds, then you can make your cancelation equal to the event's registration fee. You will then need to change the date of the cancelation fee to be the same as the registration start date to make sure all attendees who register are subject to the cancelation fee if they decide to cancel.

Another way you might set a cancelation fee is so that after a certain date a cancelation fee is put into place, but only from that date forward and not for the entire time registration is open. Your cancelation fee may be for the entire amount of registration, or a portion of your registration fee depending on the event and the event's fee.

1. To edit your cancelation fee information, click Configure Registration Processes.



2. Then click the Edit section.

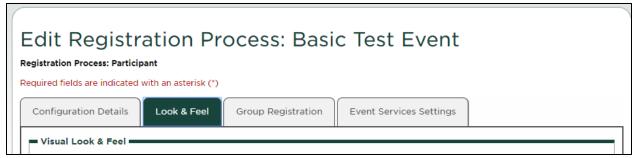


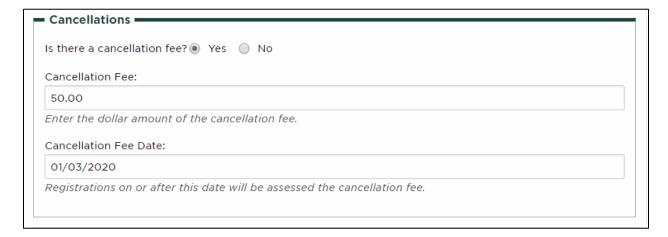
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3. On the Configuration Details Tab, scroll down to the Cancellations section.





4. Here you'll need to select that Yes, your event has a cancelation fee. Then enter the fee amount and the date the fee will be put forth on. If your event has a cancelation fee the entire time registration is open, your cancelation fee date will be the same day as your registration start date. If your cancelation fee starts on a specific date, for example two weeks before the program, then you'll need to enter that specific date.

NOTES

- It is good practice to include your cancelation fee information in your event description and confirmation message.
- You can make exceptions for cancelation fees when people cancel under dire circumstances by zeroing out the cancelation amount for a registrant.