



## OHA Convention Refund Policy

### 1. Purpose

This policy establishes clear and consistent rules regarding refunds for registration fees, meals, workshop fees, and bus tours for the Ontario Horticultural Association (OHA) Convention. Accommodations are not included within the scope of this policy, as all accommodation arrangements are booked directly by the individual with the chosen hotel or provider.

### 2. Scope

This policy applies to all individuals registering for the OHA Convention.

### 3. Policy Statement

The OHA Convention operates on a cost-recovery basis. Due to contractual commitments, advance payments, and financial obligations associated with hosting the event, no refunds will be issued for meals, workshop fees, or bus tours.

Refunds may be considered **for the Convention registration fee only**, and only under the conditions outlined in Section 4.

### 4. Exceptions — Health-Related Cancellations or Death (Registration Fee Only)

A refund of the registration fee only may be granted under the following circumstances:

- The registrant is unable to attend due to a verifiable health concern, and
- A doctor's note or equivalent medical documentation is provided confirming that attendance is not advisable, and
- If the affected registrant has a spouse registered for the Convention, that spouse may also be eligible for the same consideration, provided the primary registrant's medical documentation is submitted.
- The registrant is unable to attend due to the death of the registrant or an immediate family member (spouse, child, parent, or sibling). Appropriate documentation may be requested.

*Requests that do not meet these criteria will not be considered.*

*Meals, workshop fees, and bus tours remain strictly non-refundable under any circumstances.*

**May 24, 2026**

## **5. Charitable Donation Receipt in Lieu of Refund (Registration Fee Only)**

When a cancellation must occur but does not meet the criteria outlined in Section 4:

- The registrant will not receive a refund of the registration fee.
- Instead, the OHA will issue an official charitable donation receipt for the registration fee amount only, in accordance with Canada Revenue Agency (CRA) guidelines.

*Meals, workshop fees, and bus tours are not eligible for a charitable donation receipt.*

## **6. Private Sale of Meals, Workshops, and Bus Tours**

A delegate who wishes to sell their meals, workshop ticket, or bus tour(s) may do so privately. The sale may only be made to an individual who is registered for, or completing registration for, the OHA Convention. Formal notification of the completed transaction must be submitted to the OHA Registrar.

## **7. Submission Process**

All cancellation requests must be submitted in writing to the OHA Registrar and must include:

- The registrant's full name and contact information
- Proof of registration payment
- Medical documentation supporting the request (if applicable)

The OHA Officers will review the request and determine eligibility.

## **8. Final Decision Authority**

The decision of the OHA Officers regarding eligibility for a refund or charitable donation receipt is final.

## **9. Communication to Registrants**

All Convention registration materials, online forms, and promotional communications must clearly state:

**“Refunds may be issued for the Convention registration fee only and solely for health-related cancellations supported by a doctor’s note or in the event of death. Meals, workshop fees, and bus tours are non-refundable. All other cancellations will receive an OHA charitable donation receipt for the registration fee only.”**

**May 24, 2026**