

Annual Reunion Registration, Cancellation, and Refund Policy

This document supersedes all previous versions of this policy.

REUNION REGISTRATION

All individuals attending a Vietnam Helicopter Pilots Association (VHPA) annual reunion must register with VHPA Headquarters (HQ) in one of the following categories:

1. Life, Regular, or Honorary Member of the VHPA in good standing. For the purposes of this policy, the term 'in good standing' means the individual's VHPA database record at HQ contains a valid mailing address, and that all membership dues obligations are paid in full through the last day of the Reunion. For example, if the last day of the Reunion is 5 July, then the individual's dues expiration date must be later than 5 July. This also means that someone desiring to attend a VHPA reunion who is a "Potential Member of the VHPA" must join the VHPA prior to or during the reunion registration process.
2. A Subscriber to the VHPA magazine (currently named, *The Aviator*) in good standing. A Subscriber is someone who does not qualify for traditional membership but purchases *The Aviator* magazine. The definition of the term 'in good standing' used in the Members paragraph also applies to Subscribers. The HQ Standard Operating Procedure (SOP) addresses specific conditions for creating and maintaining Subscriber records in the VHPA database.
3. An approved Vendor in good standing. The VHPA Executive Council (EC) appoints a Vendor Coordinator (VC) for each Reunion. The VC has the authority to approve an individual, company, organization, etc. as an 'approved Vendor.' A Vendor is considered to be 'in good standing' when they have paid all required vendor fees for the specific Reunion to VHPA HQ, and when their vendor application form is approved by the VC.

It is important to note a Vendor can also have a Member or a Subscriber registration active for a specific Reunion. This is important when considering the privileges associated with each category.

4. A VHPA Invited Guest (VIG) in good standing. The EC, the National Reunion Committee (NRC) chairman, and certain EC-approved individuals have the authority to invite an individual or family to a specific reunion as a VIG. The term 'in good standing' means the NRC chairman has authorized the designation and confirmed the identity of the subject VIG.

Examples include a VIG and family members attending a function where the VIG is a guest speaker or recipient of an award; another is contracted individuals (i.e. entertainers, a security firm, the HQ contractor). Generally, individuals who are or could become a VHPA member should not be given VIG status.

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Individuals submitting a reunion registration (versus a modification to an existing registration) must be a Member or a Subscriber as defined above, and will be known as the Primary Registrant (PR). As a general rule the PR must provide payment by check or credit card to register.

HQ shall establish a vendor PR during the initial vendor reunion registration (from VC provided data).

VIG's must contact the EC, NRC, or EC-approved individual to authorized VIG status for those individuals attending on their behalf. As a general rule HQ does not create a registration record for VIGs, nor is a PR established. Their attendance and participation is recorded at HQ, but generally not in a reunion registration record.

REGISTERED GUESTS

Each Member, Subscriber, or Vendor PR is allowed to have guests added to their reunion registration. Generally these guests are members of the PR's family. Individuals cannot directly contact HQ and be authorized guest status on another's PR registration. Registration additions/revisions can only be accomplished by the registering PR.

Vendors are permitted to have a reasonable number of guests to allow them to conduct business.

There is only one hard and fast rule concerning guests: they cannot be a VHPA Member or Potential Member.

NAME BADGES

HQ will prepare a Reunion Name Badge (RNB) for all PRs and Guests. Traditionally the RNB is used to designate those authorized to attend a VHPA Reunion. The individual's name, home town, and other pertinent information to include PR's Member Number shall appear on the RNB.

Generally an individual must have a valid RNB to attend a reunion event and/or receive reunion-affiliated discounts. Additionally, specific security requirements may dictate the display of the RNB to gain entry to a facility or function.

REGISTRATION FEES

The NRC works with the EC to establish the registration fees for all PRs and their guests. Traditionally there are different registration fees for adult guests and those younger than 21.

As a general rule the registration fees for a Member or a Subscriber PR are identical. There are no registration fees for a Vendor or VIG.

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REGISTRATION PRIVILEGES

The VHPA uses Event Tickets or/and the RNB to identify specific event participants. The details for Event Tickets are as follows:

1. The NRC coordinates with the EC to establish individual event prices. When the price is determined, it is published in various ways – in *The Aviator*, and in various VHPA websites such as VHPA.org and the Online Reunion Registration Application (ORRA). Established prices are fixed and not discounted through other venues.
2. It is important to remember that the certain events requiring tickets are provided at no additional fee. In this case, the event is known as a ‘no cost ticketed event.’ Since the VHPA uses *event ticket sales* for inventory control, even a \$0 ticket has business value. The rules for a \$0 ticket and, for example, a \$10 ticket are the same.
3. A Member or a Subscriber PR can purchase any number of event tickets up to the number in his or her party. The term ‘number in party’ is defined as the number of registered guests plus one (for the PR). The ‘number in party’ is based on a specific reunion registration. By way of example, assume a VHPA Life Member registers just himself for a reunion. His ‘number in party’ is 1. Additionally, assume a Subscriber registers himself, his wife, two adult children, and one grandchild. His ‘number in party’ is 5.

A Member or a Subscriber PR pays exactly the same price for the same event ticket – the published price as described above.

A Member is entitled to have one ticket to the Annual Business Meeting (ABM).

4. A Member or a Subscriber or a Vendor PR can purchase any number of Non-Registered Banquet Guest (NRBG) tickets at the published price. By definition a NRBG ticket allows the holder to attend the Closing Banquet even though he or she is not a Registered Guest of a Member or a Subscriber PR. A Vendor PR may purchase a NRBG ticket to attend.
5. Other than the NRBG scenario outlined above, Vendor PR’s and VIG’s cannot purchase any event tickets.
6. A Member or a Subscriber PR may enroll in the Guarantee Refund Insurance (GRI) program by paying the appropriate fee when submitting their initial reunion registration.
7. After making the initial registration a Member or a Subscriber PR may modify their registration to add/remove guests and/or purchase/return event tickets by contacting HQ. An ‘Add-on transaction’ is the sum of all modifications made by a PR on a specific day.

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REUNION PUBLIC AREAS and NON-TICKETED EVENTS

While these areas and/or events are under the VHPA control (they are held in business rooms that are part of the VHPA's contract with the hotel), they are accessible to the public. Within contracted areas the VHPA reserves the right to provide security and/or restrict access to those individuals displaying RNB's.

REGISTRATION PAYMENTS

Payment in full is required for all initial and add-on registrations on the date of the transaction. As a general rule ORRA transactions require a credit card form of payment. PR's desiring to pay with a check or money order can call HQ to complete the registration transaction and obtain the registration amount. They have five (5) calendar days to mail their check or money order to HQ else the transaction is voided.

Add-on transactions that result in a credit due to the PR are processed after the reunion along with all the refunds as described below. Any subsequent add-on transaction made by the PR can take advantage of any credit due situations.

REGISTRATION CANCELLATION

A PR may cancel all or portions of his or her reunion registration at any time prior to the reunion and/or the event by contacting HQ via FAX, email, telephone, or mail using the contact information on the reunion registration form. The NRC coordinates with the EC to establish the official cancellation date (OCD) for the each reunion. The OCD appears on the reunion registration form.

Only cancellations received by HQ prior to the OCD are considered for refunds.

There are two options for PR's that purchased official t-shirts and need to cancel the reunion registration. First, the PR can cancel the entire registration (including all t-shirt orders) prior to the OCD and the registration will be considered for a refund. Second, the PR can agree to pay a shipping and handling fee for any t-shirt orders. The t-shirts will be mailed by HQ after the reunion and subject to inventory availability. HQ quotes the shipping and handling fee to the PR at time of cancellation.

It is important to note that reunion registration cancellations and hotel reservation cancellations are completely separate business processes. Since each PR is responsible for both processes, the PR cannot assume that when they cancel their hotel reservation that the hotel will notify HQ to cancel the reunion registration or vice versa.

REGISTRATION CANCELLATION FEES

For cancellations under consideration for a refund, there is a \$15 cancellation fee for each PR and guest.

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There is no cancellation fee for returning event tickets. However, to be considered for a refund the return must be recorded at HQ prior to the OCD.

GUARANTEE REFUND INSURANCE (GRI) PROGRAM

As part of their initial registration transaction a Member or a Subscriber PR may enroll in the Guarantee Refund Insurance (GRI) program by paying a fee calculated at 10% of their total registration fees and event tickets purchases. Note that dues payments and donations are not included in this calculation.

The GRI program allows the PR to receive a refund for himself or herself and/or their guests that have to cancel or have their reunion travel plans interrupted for any of the following reasons:

1. Sickness, injury, or death of yourself, a traveling companion or members of either of your immediate families, which is diagnosed and treated by a physician at the time your trip to the annual VHPA reunion is terminated;
2. Involvement in a traffic accident, en route to the reunion that causes you to miss the reunion or a particular event;
3. Your home is made uninhabitable by a natural disaster such as fire, flood, earthquake, hurricane, or volcano;
4. You are recalled into active duty by the military that causes you to be unavailable to attend the reunion;
5. Subpoena or being called to serve for jury duty;
6. Quarantine.

The GRI program covers only specific VHPA events, and does not cover cancellation costs that might be associated with hotel rooms, airfares, rental cars, and other non-VHPA generated expenses. It also will not cover events' costs should you not attend a particular event once you have arrived at the reunion host city, or checked into the VHPA host hotel, unless one of the six (6) eligible criteria mentioned above occurs during the reunion itself.

PR's enrolled in the GRI program and needing to take advantage of the program's features are encouraged to contact VHPA HQ either at their offices or by calling the reunion HQ desk at the host reunion hotel directly as appropriate as soon as possible in the event of cancellation.

REGISTRATION REFUNDS

It is important to note that the following reunion registration items are non-refundable: dues payments and donations or voluntary contributions. Additionally if the PR enrolled in the GRI program and cancels the entire registration prior to the OCD, then the GRI fee is refundable else the GRI fee is non-refundable.

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The VHPA EC reserves the right to grant refunds or not based on the overall financial results of the reunion.

As a general rule, HQ starts processing refunds about two weeks after the reunion ends. For PRs who will receive a refund, there is a two step process. First, the PR receives a letter and/or a statement from HQ outlining the details of the refund including the amount. Normally this correspondence is sent from HQ by US mail but it can be via email. Second, the PR receives a check via US mail from the VHPA's bank. The goal is to complete the entire refund process not later than one calendar month after the reunion ends.

Individuals who do not receive a refund from HQ have the right to petition the EC and/or the NCR for a review of their refund request.

REGISTRATION REFUNDS RESTRICTIONS

It is important to note that the VHPA will not waive their standard cancellation penalty and provide a refund should you cancel or interrupt your trip to the reunion for any of the following reasons:

1. Business, contractual, or educational obligations of you, and immediate family member, or traveling companion;
2. Any unlawful acts, committed by you or a traveling companion;
3. Other condition, event, or circumstances occurring prior to your purchase of the GRI Program.