

## Annual Reunion Registration, Cancellation, and Refund Policy

This document was approved on 24 November 2014 by the VHPA Executive Council and 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 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.
3. An approved Vendor in good standing. In 2013 the VHPA Executive Council (EC) authorized the relocation of the Vendor Coordinator (VC) duties to VHPA HQ. VHPA HQ has the authority to approve an individual, company, organization, etc. as an "approved Vendor" acting under the direction of the National Reunion Committee (NRC) chairman. 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 complete.

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 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). 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 cash, check or credit card to register.

HQ shall establish a Vendor PR while processing the vendor application form.

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 for each reunion. 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 such as the Registration Form printed in *The Aviator*, within the Online Reunion Registration Application (ORRA), and various VHPA websites such as [www.vhpa.org](http://www.vhpa.org).
2. In addition to the face value (event price mentioned above), Event Tickets can be refundable or non-refundable. The NRC coordinates with the EC to determine any Events that are non-refundable plus any rules for when the non-refundable status might changed. When an Event is designated as non-refundable, that non-refundable designation must be published with that Event's price as mentioned above. Beside proof of purchase, the VHPA uses Event Tickets for several business processes such as a remind of the date and time of the event, for inventory control, for bus loading, for resales, etc. Thus even a ticket with a \$0 face value has business value. An event with a \$0 face value ticket is also known as a "no cost ticketed event."
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). Only Members are allowed to attend the 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.

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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.

### **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 by close of business Central Time Zone on the OCD (including those via US Mail) are considered for refunds, unless covered by GRI. By definition non-refundable Event Tickets are not considered in the refund calculations even if they are canceled prior to the OCD.

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.

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## **REGISTRATION CANCELLATION FEES**

The NRC works with the EC to establish the registration cancellation fee (RCF) for each reunion. For reunion registration cancellations under consideration for a refund, there is a RCF for each registered person who cancels.

## **T-SHIRT ORDERS**

There are two options for PR's that cancel their reunion registration and have purchased official t-shirts. First, the PR can cancel the entire registration (including all t-shirt orders) prior to the OCD and the t-shirt purchase 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.

## **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/herself and/or their guests that have to cancel or have their reunion travel plans interrupted for any of the following reasons:

1. Sickness or injury of the PR, a traveling companion or members of immediate families, which is diagnosed and treated by a physician or requires hospitalization during the time of the reunion.
2. PR's involvement in a traffic accident, en route to the reunion that causes you to miss the reunion or a particular event.
3. PR's home is made uninhabitable by a natural disaster such as fire, flood, earthquake, hurricane, or volcano during dates of the reunion.
4. PR is recalled into active duty by the military that causes the PR to be unavailable to attend the reunion.
5. PR is served a subpoena or being called to serve for jury duty during dates of the reunion.
6. PR is quarantined during dates of the reunion.
7. Death of the PR or immediate family member.

The GRI program covers only specific VHPA events and fees, and does not cover cancellation costs that might be associated with hotel rooms, airfares, rental cars, and other non-VHPA generated expenses. The RCF described

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above is not covered by the GRI program but still applies to the refund calculations. It also will not cover events' costs should the PR or a guest not attend a particular event once they have arrived at the reunion host city, or checked into the VHPA host hotel, unless one of the seven (7) 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 by email or by contacting the reunion HQ desk directly at the host reunion hotel 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 even with purchase of GRI: dues payments, directory orders, donations or voluntary contributions, cancellation fees, plus any Event Tickets designated as non-refundable. Additionally if the PR enrolled in the GRI program cancels the entire registration prior to the OCD, then the GRI fee is refundable. For cancellations after the OCD, the GRI fee is non-refundable.

As a general rule, HQ starts processing refunds about two weeks after the reunion ends. No refunds are processed until 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. Any clerical errors in the details of the refund should be brought to the attention of HQ.