

Missouri Water and Wastewater Conference

Cancellation and Refund Policy

- Outstanding invoices for cancellations and no shows are payable in full as per the terms of registration.
- If you notify us at lorimwwc@yahoo.com or fax 573/761-5544 at least five days before the class, the MWWC will issue a credit voucher (minus a \$10 cancellation fee). The credit voucher can then be applied to any other Missouri Water and Wastewater Conference central office sponsored training class, including its annual meeting, within one year of the date of issue. The vouchers are not redeemable for MWWC section sponsored events. Credit vouchers are transferable between individuals of the same company, city, or municipality.
- Credit vouchers will not be issued for cancellations received less than five days before the class or for no-shows. Exceptions for this are medical or work related emergencies. Upon written notification from your medical professional or immediate supervisor a credit voucher (minus a \$10 cancellation fee) will be issued.
- All credit requests must be made in writing and accompanied by a photocopy of your cancelled check or other proof of payment.
- Credits and refunds* will be issued within 30 days of the date received.
- Refunds* will be given only in the unlikely event that the Missouri Water and Wastewater Conference central office/training center cancels a scheduled class.
- No refunds will be issued for courses that are postponed due to weather, emergency, or other circumstances beyond our control. In such cases credit vouchers for the entire amount paid will be issued.