



## Event Fees and Refunds Policy

March 21, 2024

### Background

MHS Membership fee covers MHS administrative costs for members to attend Member meetings and MHS' horticultural events including Garden Tours, Horticultural and Design Shows and Special Events. Special Events include Workshops and Bus Tours for which additional fees apply to cover costs of supplies, rentals and bus services, etc. Guests who are not MHS Members but who accompany a registered Member, may be permitted to attend some MHS events and Special Events, after payment of a Guest fee or MHS Membership. It is noted that no fees are applied when MHS hosts a meeting or event that is advertised as open to the public.

### Definitions

**Guests** are defined as non-Members who are invited by and accompany a registered MHS Member to an event.

**Assistants** are defined as a support person accompanying a Member to provide help so that the Member can complete their Workshop project.

### Communication

MHS communication platforms (website, Facebook, Instagram etc.) and publications (Newsletter, posters or other advertising media, Social Media etc.) will specifically state when an event is for MHS Members only such as Garden Tours, when a Guest fee is payable and the amount, and Special Event (Workshops, Bus Tours) fees for Members and Guests at such point when Guests may be able to attend, for example when an event is not sold out. The key points of this Event Fees and Refunds Policy will be posted on the public space of the MHS website.

This Policy comprises two components:

- 1) **Fees** - i) Events that Guests can attend along with the applicable fee; ii) Special Event (Workshops and Bus Tours) fees for MHS Members and their Guests
- 2) **Refunds** of Special Event fees

### 1. Fees

- i) **Guest fees** apply to regular events (monthly in-person meetings, Horticultural and Design Shows) as follows:

- a. A fee of \$5 per Guest will be applied at the door at MHS monthly meetings. If a Guest wishes to become a Member that fee will be applied towards an MHS Membership application for the current year. Non-Members or Guests will need an MHS Membership to participate/exhibit in Horticultural and Design Shows that are not open to the public. Non-Members are encouraged to obtain a Membership to attend Zoom meetings.
  - b. A fee of \$5 per Guest (to be confirmed annually) will be applied at the door for attendance at November's Mill Street Florist meeting and such Guests will not be part of the Member's draws for the arrangements. If a Guest wishes to become an MHS Member at the November meeting then the fee will be applied towards an MHS Membership application for the subsequent year.
  - c. If a Guest is not accompanied by a registered Member, and any other non-Members, will be required to pay a current year's Membership fee to attend the event. In addition, judgement can be applied to those who may drop in at the door of Member's monthly meetings and membership will be encouraged.
  - d. For Garden Tours, non-Members are required to obtain MHS Membership for the current year in order to participate and to respect the wishes of Garden Tour hosts.
- ii) **Special Event fees** apply as follows:
- a. For MHS Members there will be a cost to participate in a Workshop or a MHS Bus Tour that is unique to each Special Event. Confirmation to attend a Special Event requires both registration and payment. MHS will give as much advance knowledge of upcoming Special Events as possible to Members and will set Member's participation fees and registration timing. Member attendance usually takes precedence over Guests.
  - b. Special Event fees will apply to all Guests to participate in a Workshop or Bus Tour, where space and logistics permits their attendance, and usually after Members have first been able to apply. The organizer of these Special Events will define and announce to Members the specific timing or circumstances for their Guests to be able to register and the applicable Guest fee. Confirmation for a Guest to attend a Special Event requires both registration and payment.
  - c. Depending on a Member's health, mobility, or extenuating circumstances, consideration may be given to allowing them to bring an Assistant to help the Member participate fully in a Workshop, with supplies for one product provided for the Member and no extra fee required. The Member will

inform the Workshop coordinator in advance that they will have an Assistant to ensure sufficient space.

## **2. Refunds of Special Event Fees**

- i) Special Events are unique and costs of supplies, rentals, bus services and other components are more expensive and thus need more organization than regular events. Refunds can only be requested in the following circumstances:
  - a. Refunds can be requested if the specified deadline for confirmation has not passed.
  - b. Once a Confirmation deadline has passed no refund will be made except in extenuating circumstances as determined by Officers of the Board.
  - c. In cases where the Confirmation (refund) deadline has passed, the registration for the Special Event can be transferred to another Member who may be on a waiting list. This will typically involve the original registrant being reimbursed for the Special Event fee.
- ii) MHS may, on occasion, have to cancel a Special Event due to insufficient Registration or untenable weather conditions and will provide refunds in those circumstances.