

National Muster Refund Policy (SR-15-02)

This policy governs refund of money for national musters and shall be stated on the national muster registration form.

"All requests for refunds must be in writing and post marked at least 30 days prior to the published starting date of the muster and sent to the National Headquarters. The national muster administration fee is **non-refundable**. Headquarters will be directed as to the appropriate amount to be refunded and will disburse all funds approved. The National Muster Master will identify individual funds that have been expended prior to the request and are not recoverable. After approval of the SMART President, these funds will also be withheld from any refundable amount. **No request for refunds will be honored after the published muster start date.** However, it is recognized that emergencies may arise prior or during travel which preclude attending the muster. To establish your right to a refund under emergency conditions, the following steps must be followed: 1. The National Headquarters MUST be notified by telephone (1-800-354-7681), if no answer, leave a message) or email (smart@smartrving.org) within 48 hours of the emergency. 2. Submit a letter stating the reason for cancellation and that you are requesting a refund. 3. This step must be completed within 60 days of the closing ceremonies at the national muster. Provide supporting documentation (i.e., medical statement, vehicle work order, or other valid documentation) to National Headquarters for processing. If approved, the procedures above will apply. If a request is not received within the above guidelines, NO refund will be considered. Additionally, the refund policy will be added to the bottom of the muster application form."

This refund policy may be modified and used as the policy for regional musters. The refund policy requires substituting the phrase "Region Muster Committee" for "National Headquarters" and "Region Muster Chairperson" for "President" and substituting the appropriate telephone number and email address. All other portions of this policy shall not be modified or deleted.