**Massachusetts Association of Councils on Aging**

**Registration and Refund Policies**

MCOA is pleased to offer workshops, events and trainings, and does have costs associated with these events.

Attendees who have registered for any MCOA function, may cancel up to the closing date deadline.

If you are unable to attend our function, we request notification prior to the closing date deadline. Registrants may send an alternate person to the event.

After that time, MCOA is obligated to the caterer and speaker for the costs incurred and will pass along that cost to the registrant.

A registrant who has cancelled before the closing but paid for the function will be able to apply the fee towards the next function.

Cash will no longer be accepted onsite. Invoices will be sent after the event.

Attendees (and their organizations) with a history of unpaid invoices will not be allowed to attend any event without prior payment.