

# **Diocesan Event Registration, Payment and Refund Policy**

## **How to Register Online**

1. Select an event from the [Diocesan Calendar](#).
2. Select the Registration link from the event description.
3. Complete the form fully as prompted.
4. Select the appropriate event fee.
5. Complete the selection of the payment option.
6. A “Thank you for Registering for an Event” page appears when registration is successfully completed.
7. An event confirmation will be emailed to you.

**Registrations will not be confirmed without full payment and are processed in the order they are received.**

## **Alternative Registration Options**

**For some events**, registrations will be accepted as a paper form that may be mailed or faxed. Please be sure to follow all instructions and deadlines, and complete payment options as listed below.

## **Pay by Credit Card**

**Registering and paying online is the fastest way to complete a registration.** Follow the registration instructions above and submit credit or debit card information. The Diocese accepts Visa, MasterCard, AmericanExpress and Discover and debit cards through the PayPal online secure payment system. You do not need a PayPal account to send payment through the online registration system.

## **Pay by Check or Money Order**

Follow the registration instructions above and select “I will send payment by check” option. Complete the online registration form, the mail with full payment (check or money order) to: Diocese of Southern Virginia, 11827 Canon Blvd., Suite 101, Newport News, VA 23606.

## **Grants and Scholarships**

Please email or phone the Event Registration Contact regarding grant and scholarships applications and other payment arrangements.

## **Late Fees**

Certain events may assess late fees and the registration materials will so indicate.

***Please note that registration is not be finalized until payment is received. Please send payment postmarked no later than the due date requested to avoid any late fees.***

## **Refunds**

Cancellations prior to the registration deadline will be refunded. Cancellations received after the registration deadline will not be refunded however, non-refundable fees are transferrable to another participant. Special requests for refunds will be managed on a case-by-case basis.

## **No Shows**

If you are unable to attend an event and have not cancelled in by the cancellation date, your payment will not be refunded.

## **Cancellation Policy**

DioSoVA reserves the right to cancel any event. In the event of cancellation, registrants will receive a full refund. We also reserve the right to substitute event presenters and modify dates and programs.

## **Special Needs**

DioSoVA serves the entire community and welcomes people with special needs. Please contact the Registration Contact at least one week prior to the event with special need requests.