

## Financial Guidance on Cancelling SCORE Workshops

We appreciate all your efforts to quickly transition your chapter workshops to online events, postpone or cancel.

Please **document** every event you are **cancelling** with projected number of attendees and revenue. Use this document template [here](#) and share it back with [accounting@score.org](mailto:accounting@score.org). We will use this to track and share with Congress and SBA as we work to make sure SCORE chapters have the funds they need to operate through the COVID-19 time period.

If you need to **refund** attendees:

1. [Here](#) are the instructions on refunds using PayPal

2. If the funds were collected by another method other than the National PayPal account, please complete the [attached form](#) and email it to [accounting@score.org](mailto:accounting@score.org). We will issue refund checks as quickly as possible.

If you are working to **cancel venue contracts**, please see our legal guidance below of what steps to take.

Chapters should take immediate action to inform their vendors, cancel everything that's scheduled through the end of April, and warn the vendors that it might last longer. We suggest:

- Every chapter should contact the vendors by phone if possible, with email follow-up messages to confirm whatever they were told on the phone.
- Use the gentle approach first – tell the vendor that all chapters have been instructed to cancel all in-person events until further notice.
- Ask for a full refund and a full waiver of any cancellation fee in every case except for a recurring venue / regular vendor, where chapters might consider allowing the vendor to hold the deposit so long as SCORE gets full credit when it is able to reschedule the event.
- If there is any doubt that the chapter would use the same vendor after the quarantine ends, just ask for the refund.
- If the vendor is insisting on imposing a cancellation fee...
- If getting a full refund is a problem, the chapter should send the contract and the refusal email to [accounting@score.org](mailto:accounting@score.org).
- If the vendor is stalling or unreachable for more than one week, the chapter should put its refund demand in writing, keep a copy, and forward it [accounting@score.org](mailto:accounting@score.org).