

# DZIMC Residential Retreat Refund Policy

This policy provides guidance on refunding retreat deposits and registration fees. The key considerations are outlined below:

## Background:

- In some cases, registrants may **not attend or leave a retreat early** due to medical or unforeseen circumstances.
- DZIMC does not organize retreats for profit; the goal is to make the **Dharma and teachings accessible** to as many people as possible.
- Surplus funds from retreats are used to **cover DZIMC's operational expenses**.
- Some retreats generate a **surplus** (where fees exceed costs), while others may run at a **deficit** (where costs exceed fees).
- DZIMC maintains a **financial cushion** from surplus retreats to help subsidize those that run at a deficit.

## Refund Policy:

**The following three points will be clearly stated in the retreat information provided prior to registration.**

- Greater than 8 weeks prior to the retreat: full refund
- 4-8 weeks prior to the retreat: full refund minus \$60 cancellation fee
- Less than 4 weeks prior to the retreat: no refund

## Exceptions:

**The following points will not be publicly stated.**

- **Refunds for cancellation or early departure** due to unexpected circumstances may be granted on a case-by-case basis at the discretion of the retreat manager, in consultation with the Treasurer. Refunds may be in any amount from one dollar up to the full cost of the retreat.
- In making refund decisions, the retreat manager and Treasurer will consider:
  - The **reason** for cancellation or early departure as stated by the retreatant. Special consideration will be given for death in immediate family, serious health issue, serious health issue of a person for whom the retreatant is the primary caregiver, and natural disasters.
  - The **overall financial health** of DZIMC.

- Whether the **retreat venue charges full fees** for retreatants who do not attend or leave early.
- Whether the **retreat fees will cover** the overall cost of the retreat.

Adopted by DZIMC Board Resolution on Jan 19, 2025