

Editing Cancellation Fees

(This document is not fully accessible. If you require an accessible document, please contact ANR Event Services at 517-353-3175 or events@anr.msu.edu.)

Cancellation fees can be applied to events for two purposes. If you do not allow refunds, then you can make your cancellation equal to the event’s registration fee. You will then need to change the date of the cancellation fee to be the same as the registration start date to make sure all attendees who register are subject to the cancellation fee if they decide to cancel.

Another way you might set a cancellation fee is so that after a certain date a cancellation fee is put into place, but only from that date forward and not for the entire time registration is open. Your cancellation fee may be for the entire amount of registration, or a portion of your registration fee depending on the event and the event’s fee.

1. To edit your cancellation fee information, click Configure Registration Processes.

<p>Event Summary</p> <ul style="list-style-type: none"> • Start Date: 01/08/2020 • End Date: 06/15/2020 • Event is active 	<p>Registration Summary</p> <ul style="list-style-type: none"> • Registrants: 48 • Cancelled Registrations: 9 • Registrants w/ Balance Due: 0 • Gross Revenue: \$500.00 • Unprocessed Revenue: \$350.00 • Total Balance Due: \$0.00
<p>Configure Event</p> <ul style="list-style-type: none"> • Configure Event • Configure Registration Processes ← • Event Organizers • Configure Quotas • Duplicate Event • Event Structure • Cancel Event • Close Event 	<p>Manage Event</p> <ul style="list-style-type: none"> • Registrant Roster • Invoices/Receipts • Attendance • Notes • Download Registrants • Export File Uploads • Quotas Report • Special Needs Report • Custom Reports • MIDPS Report

2. Then click the Edit section.

Actions	Process Name	Early Reg. Date
Edit Registration Forms Duplicate Cancel	Participant	03/18/2020

3. On the Configuration Details Tab, scroll down to the Cancellations section.

Edit Registration Process: Basic Test Event

Registration Process: Participant

Required fields are indicated with an asterisk (*)

[Configuration Details](#)
[Look & Feel](#)
[Group Registration](#)
[Event Services Settings](#)

Visual Look & Feel

Cancellations

Is there a cancellation fee? Yes No

Cancellation Fee:

Enter the dollar amount of the cancellation fee.

Cancellation Fee Date:

Registrations on or after this date will be assessed the cancellation fee.

4. Here you'll need to select that Yes, your event has a cancellation fee. Then enter the fee amount and the date the fee will be put forth on. If your event has a cancellation fee the entire time registration is open, your cancellation fee date will be the same day as your registration start date. If your cancellation fee starts on a specific date, for example two weeks before the program, then you'll need to enter that specific date.

NOTES

- It is good practice to include your cancellation fee information in your event description and confirmation message.
- You can make exceptions for cancellation fees when people cancel under dire circumstances by zeroing out the cancellation amount for a registrant.