



Refund & Cancellation Policies

The Charlottesville Regional Chamber of Commerce is supported through membership dues and additional revenue from sponsorships, events, and special programs. Our refund and cancellation policies are designed to ensure transparency and fairness, while enabling us to allocate resources sustainably and efficiently.

Membership Dues Refund Policy

Payment for Membership Dues at the Chamber are due at the time of application and at the beginning of each member's renewal month. Membership dues are not refundable.

Sponsorship, Partnership & Special Services

Payment for sponsorship, Partner in Trust investments, and special services at the Chamber are due within 30 days of written confirmation or a signed agreement by both parties. Sponsorships, Partner in Trust investments and special services payments are not refundable.

Personalized Payment Plan

Personalized Payment Plans are available for special circumstances and approved on a case-by-case basis. It is the policy of the Chamber to require a credit card on file for the members who set up a Personalized Payment Plan. The card will be charged on predetermined dates agreed upon by both parties. The member will be notified via email before credit card is charged.

No Show or Registration Cancellation by Registrant

Unless otherwise stated, the deadline to receive a refund for any event or meeting with a fee is five (5) days before the event. A request must be received via email before the stated deadline and a refund will be issued via the original payment method. No-shows and post-deadline cancellations are not eligible for a refund.

Event Cancellation by The Chamber

The Chamber reserves the right to cancel an event due to low enrollment, inclement weather or other circumstances which would make the event nonviable. If the Chamber cancels an event, registrants will be issued a full refund via the original payment method. Should circumstances arise that result in the postponement of an event, registrations will automatically be transferred to the new, future date. Registrants may request a full refund if they are unable to attend the postponed event.

Please note that the stated refund policies may be changed at the sole discretion of the Chamber and will be updated accordingly. For questions, please email connect@cvillechamber.com.

Effective 06/05/25