



## PSP CHALET PROGRAM

### CANCELLATION POLICY

1. European Fund (EF) members are financially responsible for the chalet week or the Full Flex voucher they win. Full payment for the chalet week must be deposited within two weeks of the date of notification. If for any reason, the member decides to cancel their assigned chalet week, **the member remains financially responsible for the chalet unless:**
  - a. the PSP Chalet Coordinator finds a replacement through a draw process;
  - b. the member finds a replacement (see para 4); or
  - c. the EF or the member's CAF Unit, reimburses the full payment to the member (see para 6).
2. Cancellation of chalet week and request for replacement - If a member decides to cancel their chalet week they must advise the PSP Chalet Coordinator **by email** and request the PSP Chalet Coordinator assist them in finding a replacement from the EF membership.
3. If the request for finding a replacement is **28 days or more** before the first day of the member's reserved chalet week, the PSP Chalet Coordinator will send out a notice advertising the chalet week to all EF members with a deadline for receipt of applications **ten (10) days** from the date of notification. If the request for finding a replacement is received **less than 28 days and more than 14 days** before the first day of the member's chalet week, the notice advertising the chalet will be posted for **five (5) days** from the date of notification. In either case, if **more than one** application is received, the PSP Chalet Coordinator will conduct a draw to reassign the chalet week. If only one application is received, that applicant will automatically win the chalet week. The PSP Chalet Coordinator will contact the member and their replacement to discuss chalet payment/reimbursement. If no applications are received, the PSP Chalet Coordinator will notify the member and advise that they remain financially responsible; the member is then advised to follow the process outlined in para 4.
4. Members who have followed the process outlined in para 3 above or have decided to cancel with **14 or fewer days** before the first day of their chalet week are advised by the PSP Chalet Coordinator to initiate their own search for a replacement. The replacement must be a member of the EF. If the member is successful in finding a replacement, the member must advise the PSP Chalet Coordinator by email of the replacement's name and contact information. The PSP Chalet Coordinator will contact the member and their replacement to discuss chalet payment/reimbursement.
5. Full-Flex Voucher - **The accommodation voucher is non-transferrable.** If a member determines they are unable to use the Full-Flex voucher they must advise the PSP Chalet Coordinator in order for the voucher to be returned to the European Fund.
6. Reimbursement from European Fund or member's unit - If a member must cancel their chalet week due to CAF operational requirements, family emergency, sickness, or death the member may submit a request to the European Fund for reimbursement and in some situations the member's unit. Requests are addressed on a case-by-case basis.