

RE: Update to Hotel Cancellation Policies

Dear Members,

We want to take a moment to speak openly with you about an important update to our convention hotel booking policy, and why it matters to all of us.

As you know, securing hotel room blocks is a critical part of hosting successful meetings and conferences. When we contract hotel rooms at discounted rates on behalf of our members, we make a financial commitment to the hotel based on anticipated attendance. This allows us to negotiate better rates, concessions credits for the association, and create a smooth experience for everyone.

However, over the past several events, we have seen a consistent pattern of last-minute room cancellations. While individual cancellations often feel inconsequential, collectively they create a real financial risk for the association. When rooms are released too close to the event date, hotels are often unable to resell them and the association may be held responsible financially for **attrition damages**, which are essentially penalties for unused rooms.

These charges are not absorbed by the hotel; they are billed directly to the association. Over time, this exposure can significantly impact our budget, limit future negotiating power, and ultimately affect registration costs, programming, and the quality of future events.

Our New 30-Day Cancellation Policy

To help protect the long-term health of the association and ensure we can continue delivering high-quality meetings, we are implementing a **30-day hotel room cancellation policy**, effective fall 2026.

- Reservations cancelled **more than 30 days prior** to arrival may be cancelled without penalty.
- Reservations cancelled **within 30 days** of arrival will be subject to the hotel's cancellation terms and may not be refundable. Any funds collected by the hotel on your cancelled rooms apply as a credit towards any pending attrition penalties owing by RMA.

This policy is not intended to be punitive. Rather, it reflects the point at which the association becomes financially committed to the hotel and is no longer able to reduce its risk.

A Shared Responsibility

We recognize that plans change, and we deeply appreciate the trust and engagement you bring to our meetings. This policy is about aligning our collective actions with the commitments made on behalf of the entire membership.

By finalizing travel plans earlier, working closely with your county or local chapter to more accurately forecast how many rooms will truly be needed, and releasing unneeded rooms before the 30-day window, you are directly helping:

- Protect the association from unexpected financial liability
- Preserve our ability to negotiate favourable rates in the future
- Ensure continued investment in the programs and experiences you value

We are grateful for your understanding and partnership as we take this important step to safeguard our shared resources. If you have questions, our team is always happy to help.

Warm regards,



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