

Update to Hotel Cancellation Policy

To help ensure the continued success of our events, we would like to provide some context around our convention hotel booking policy and why it remains important for both our events and RMA as a whole.

Securing hotel room blocks is a vital part of planning a successful event. By contracting a block of rooms at preferred rates for our members, RMA makes a financial commitment to the hotel based on projected attendance. In return, we can negotiate discounted room rates, secure valuable concessions and credits, and provide a seamless experience for attendees.

In recent years, however, we have experienced an increasing number of room cancellations close to event dates. While a single cancellation may seem minor, the cumulative impact can create significant financial exposure for RMA. When rooms are released at the last minute, hotels often have limited ability to resell them, which can result in RMA being assessed attrition charges for rooms that were reserved but ultimately unoccupied.

These costs are not absorbed by the hotel. Instead, they are charged directly to RMA and can have a meaningful effect on our financial resources. Continued exposure to these penalties may reduce our ability to negotiate favourable rates and concessions in the future and could ultimately impact registration fees, event programming, and the overall quality of member experiences at future events and conventions.

Our goal is to ensure that we remain responsible stewards of RMA funds while continuing to deliver high-quality events and valuable member benefits. Your support and cooperation with our hotel booking policy plays an important role in helping us achieve that goal.

New Cancellation Policy

To help protect the long-term viability of RMA and ensure we can continue delivering high-quality events, we are making changes to our hotel cancellation policy, effective fall 2026:

ALL hotels EXCEPT Fairmont Hotel MacDonald – 30-day hotel room cancellation policy

Fairmont Hotel MacDonald – One-Night Non-Refundable Deposit

- A non-refundable deposit equal to the first (1st) night's stay is required to hold each reservation.
- Rooms cancelled after booking will forfeit the non-refundable deposit.
- Any funds collected by the hotel on your cancelled rooms applies as a credit towards any pending attrition penalties owing by RMA.

We understand that plans can change, and we sincerely value your participation and commitment to our events and conventions. The purpose of this policy is not to create additional challenges, but to ensure that the commitments made on behalf of RMA and its members are supported by accurate planning and responsible stewardship of our shared resources.

A Shared Responsibility

By confirming travel plans as early as possible, coordinating with your county or local chapter to provide realistic attendance estimates, and releasing any unneeded hotel rooms more than 30 days prior to the event, you help us:

- Minimize RMA's exposure to unexpected financial penalties and liabilities,
- Maintain our ability to secure competitive room rates and valuable concessions for future events,
- Continue investing in the programs, services, and event experiences that benefit our membership.

We appreciate your understanding, cooperation, and partnership as we continue to implement this important measure to protect RMA's resources and ensure the long-term success of our events.