



**MILITARY OFFICERS ASSOCIATION OF
AMERICA**
Ark-La-Tex Chapter
P.O. Box 134
Barksdale AFB, La. 71110



S.O.P. No. 03-2
Effective: 1 February 2003

**BI-MONTHLY SOCIAL CANCELLATION and 'NO-SHOW'
POLICIES AND PROCEDURES**

A. PURPOSE:

To establish policy and standard operating procedures for handling cancellations of reservations or 'no-shows' at chapter socials and dinners for which reservations are required.

B. GENERAL:

Members will, at times, cancel their reservations or be a 'no-show' at an event for emergency or other reasons. Guidance herein establishes policy and procedures regarding these situations and when they can be made without having to charge the member.

C. PROCEDURES:

1. CANCELLATION PROCEDURES

Cancellations may be made by calling the Retiree Activities Office, (318) 456-5976. If the call is made after normal office hours (15:30), a recorder will answer and document the cancellation and time it was received.

2. DEADLINE FOR CANCELLATION WITHOUT HAVING TO PAY

Members may cancel without having to pay if called in not later than 48 hours prior to the scheduled start time of the event. **EXAMPLE:** for a Saturday event, the call **MUST** be received not later than 18:30 hours on the Thursday prior to the event. If the cancellation is acknowledged verbally or is on the recorder by this time, the member will not be charged for the event.

3. CANCELLATIONS FOR WHICH THE MEMBER MUST PAY

Members who cancel less than 48 hours prior to the scheduled event start time will be charged for their reservations. Exceptions may be made for emergencies

4. CANCELLATIONS DUE TO A BONA FIDE EMERGENCY

Members may cancel for an emergency at anytime. The member will not be charged. The 1st or 2nd Vice Presidents will make the decision as to what is considered an emergency.

5. NO-SHOWS

Members who make a reservation and either do not cancel within time limits of paragraph 2.b. above, or do not have a bona fide emergency will be required to pay for their reservations.

6. MEMBER AWARENESS OF CANCELLATIONS/ 'NO-SHOW' POLICIES

The Editor of our newsletter will include in the 'Reservation Form' a 'cut off time' for cancellations. The Editor will also periodically run articles in the newsletter educating members on the chapter's policies outlined in this S.O.P. These articles will be published periodically, no less than once each calendar year.