

## What if I need to cancel my Cvent event due to coronavirus? <sup>[1]</sup>



March 6, 2020 by [jennifer.mortensen](#) <sup>[2]</sup>

Are you considering cancelling an upcoming event due to coronavirus? If yes, we've gathered a few key items for you to keep in mind as you navigate the cancellation process. For ease of understanding, we've broken this post into three categories: **paid events**, **free events**, and **fundraising events**.

**FUNDRAISING EVENTS** If you are cancelling a FUNDRAISING EVENT, contact [Caroline Fetterolf](#) <sup>[3]</sup> for assistance before you proceed.

- [Paid Events](#)
- [Free Events](#)
- [Fundraising Events](#)

If you're cancelling a paid event, there are a number of elements you need to consider before proceeding. We've broken down a few key areas below.

- **Alerts and guidance from the Office of the President:** [Notification to CU Treasury | Refunds](#)
- **Resources from Cvent with application-specific instructions:** [How to Cancel an Event in Cvent](#) <sup>[4]</sup> (includes informing your registrants, cancelling the event, and verifying automatic refunds)

### **Notify CU Treasury**

If you are cancelling an event and refunding more than a handful of registrants, **CU Treasury must be aware that refunds are occurring 24 hours BEFORE the refunds occur**. To notify treasury, send the **name of your Cvent event** and the **number of people being refunded** to [Jennifer Mortensen](#) <sup>[5]</sup> in the Office of the President **at least 24 hours before you begin issuing refunds**.

### **Refunds**

If you are cancelling a paid event and will be issuing refunds, there are two key items to

consider before proceeding: **length of time between payment and refund** and **timing of refund in relation to payment**.

**Refunds CANNOT exceed 120 days.** CU's payment gateway is Authorize.Net which does NOT allow a refund to process beyond 120 days post initial payment. If you try to refund an initial payment made by an invitee that took place more than the 120 days ago, the transaction will fail. Talk to your department's finance staff to settle the refunds that exceed 120 days outside of Cvent by cutting the registrant a check from the speedtype. It will likely involve going through the non-employee reimbursement process [6].

**Refunds CANNOT occur on the same day as the transaction.** Due to how refund transactions are reconciled, a refund cannot take place on the same day as the transaction.

Free events are much less complicated to cancel than paid events. Unlike cancelling paid events, you don't need to notify CU Treasury, and you don't need to worry about issuing refunds or the timelines associated with doing so.

There are still some great resources within Cvent to help you navigate the process of cancelling an event. Read [Cancelling an Event](#) [7] to get details on how to inform your registrants and complete the event cancellation.

**Before cancelling a fundraising event, contact [Caroline Fetterolf](#) [3] for assistance and review the information below.**

When cancelling a fundraising event, please take the time to consider the following before proceeding:

1. You can offer a full refund, so the entire cost of the ticket will be refunded to the registrant.
2. You can offer a partial refund, where the fair market value portion of the ticket is refunded but the gift portion of the ticket remains as a gift.
3. You can offer that the fair market value portion is transferred to the gift portion so their registration is entirely a gift.

What action to take once you cancel your fundraising event:

1. Notify [Caroline Fetterolf](#) [3] and make sure your registration is closed.
2. Decide how you want to issue refunds per the above options.
3. Send a weekly report to Caroline of refunds that have been made (if your refunds are by request only, or if you're refunding everyone, let Caroline know that too).
  1. In the report, please include the following fields:
    1. Name on credit card
    2. Date of registration
    3. Amount (in consideration of the partial refund options)

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[2] <https://www.cu.edu/blog/ecommerce-wiki/author/13789>

[3] <mailto:caroline.fetterolf@cu.edu>

[4]

[https://support.cvent.com/apex/CommunityArticle?id=000002348&Lang=en\\_US&searchTerm=cancel](https://support.cvent.com/apex/CommunityArticle?id=000002348&Lang=en_US&searchTerm=cancel)

[5] <mailto:jennifer.mortensen@cu.edu>

[6] <https://www.cu.edu/psc/forms/non-employee-reimbursement-nr>

[7]

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