



## CANCEL / RESCHEDULE INSTRUCTIONS

In the event that you need to cancel/reschedule an Acumatica Lunch & Learn, follow the below guide to alert all necessary parties and be sure your communication is consistent.

### Step 1: Contact your venue representative to discuss your options.

Review the restaurant's cancellation/change policy with your contact. If there are any fees due to a cancellation or reschedule, fees are 100% the responsibility of the host/Partner. Acumatica's Lunch & Learn Funding Policy does not include cancellation and/or rescheduling fees.

Rescheduling your Lunch & Learn to a different date is 100% dependent on the availability of the restaurant, and any profit loss as a result of the change. Each contract will detail the specifics so be sure you understand the policy. If you have any questions, ask!

In some cases, restaurants will require that your event be rescheduled within a certain time period (ex. within 30 days). If rescheduling and accruing a fee, the host/Partner must request a separate BEO (banquet event order) with a "bill to" named as the host/Partner and billed at 100%.

### Step 2: Confirm your decision to cancel/reschedule and email the Lunch & Learn Support Team.

Email [Support@lunchandlearn.cloud](mailto:Support@lunchandlearn.cloud) alerting the team of the change IMMEDIATELY. In the subject line, list whichever applies to your change, either "CANCELLATION," or "RESCHEDULE."

In the body of the email, include the following details:

- Host's Full Name and Company
- Venue Representative's Contact Information
- A note on why you are canceling/rescheduling
- Event Location and Address
- Original Event Date
- If rescheduling: New Event Date

### Step 3: Receive Communication from Acumatica Lunch & Learn Support Team

Within 24 hours you will receive confirmation from the Support Team that they have received your email and have canceled the event via Cvent. They will send you a final Registration Report at this time as well.

If you have selected a new date, and it's confirmed, the Support Team will set up a new registration and alert you it is ready. Note: By canceling the event in Cvent, this means that your event will no longer show up at [Acumatica.com/lnl](https://Acumatica.com/lnl).

### Step 4: Email Registered Attendees

All attendees who were registered at the time of the cancellation will receive an automated email alerting them of the cancellation. As you will have registered as the host, you will also receive this email. It is the host/Partner's responsibility to email registered attendees by using the Registration Report for their contact information. If you are rescheduling, share the new date and direct them to register if available.

### Step 5: Post to Social Media and Remove Any Marketing Banners.

If you posted to your social media accounts to market the event, or have Ad Campaigns running, be sure to edit the language accordingly so that you are not promoting an old event.