

POLICY ON LECTURE CANCELLATIONS AND RESCHEDULING

Purpose

This document outlines the policy on lecture cancellations, delayed starts and the associated monitoring procedures.

Policy

Monday Morning Lectures

- The director of the lecture program will advise the following LifeLong Learning leadership of any change in the scheduled lecture
 - President
 - Director of marketing and communication
 - Director of lobby volunteers
 - Audio/Visual Tech Staff
 - Introducers' Lead
- In the event that a speaker cancels the scheduled lecture and time permits, an alternate speaker will be found, and the community will be advised through email and signage the day of the lecture.
- If cancellation by the speaker does not allow enough time to find an alternate speaker, advise the community of the lecture cancellation through email. The director of the lecture program and lobby volunteers will advise attendees that the lecture has been canceled, explain why and apologize for any inconvenience.
- If a speaker advises just prior to the scheduled lecture that they will be late in arriving for a lecture, the director of the lecture program and lobby volunteers will ensure that lecture attendees who arrive for the lecture are advised of the delay prior to them purchasing their tickets.
- If some attendees have already found their way into the theater, having purchased their tickets, an announcement will be made – if they choose *not* to stay, they will be given the option of a cash refund or a ticket to attend another MML, by the ticket sellers. There is a very slim possibility that an audience member may have a complimentary ticket and that they may ask for a cash refund. For the sake of good will for the LLL Lecture program, we will offer a cash refund if requested. This would not be an issue for Premier Lecture ticket holders as complimentary tickets are identified.

Premier Lectures

- The director of the lecture program will advise the following LifeLong Learning leadership of any change in the scheduled lecture
 - President
 - Marketing and Communication Director
 - Lobby Volunteer Director
 - Audio/Visual Tech Staff

Adopted by the Board on October 17, 2019