



the society for creative anachronism, inc.

P.O. Box 360789 • Milpitas, California 95036-0789 • Tel (408) 263-9305 • Fax (408) 263-0641

Insurance Certificate Cancellations Effective March 16, 2020

Due to the COVID-19 situation, we will be honoring any insurance certificates that were ordered for events that will need to be cancelled. When the event is going to be rescheduled & a replacement Insurance Certificate is needed, we will be happy to process the request at no charge. We will also waive the 30 day requirement for any replacement Certificates, and allow a 14 day submission timeframe instead.

For those events that won't be rescheduled this year, a 50% refund on all fees paid will be offered.

To facilitate the **cancellation** process, we need:

1. Legal Name of Requestor
2. Certificate Holder's Name on the Certificate

For ordering **replacement** Certificates, we need you to:

1. Follow the Ordering Instructions, except the 30 day requirement (available on sca.org (Documents))
2. Note on the top of the order "**Replacement Order – No Charge**"

For **refund** requests, we will need:

1. Legal Name of Requestor
2. Certificate Holder's Name
3. Event Date
4. Name & Address for mailing refund to

We recognize the difficulties that you are experiencing and hope that one of these options will help.

If you have any questions or want to discuss your options, please feel free to contact me directly. I can be reached at:

(800) 789-7486 ext. 203 – Office Phone
(408) 393-2159 – cell phone (8:00 a.m. – 8:00 p.m. PT)
renee@sca.org

Kind Regards,

Renee

Renee Signorotti
VP/ Corporate Operations