

**Jerry Scriven**

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**From:** ben\_woodward@amway.com  
**Sent:** 15 May 2007 16:08  
**Subject:** event cancellation costs  
**Attachments:** GUIDELINES FOR REIMBURSEMENT OF COSTS ASSOCIATED WITH CANCELLED MEETINGS.zip

Dear Diamonds,

Please find attached a copy of the guidelines that Amway will use to address reimbursing appropriate costs for event cancellation. To treat every situation equally Amway will not stray from these guidelines. We appreciate your cooperation in this process. This attachment addresses what costs Amway will cover, what is required before this cost will be address and the duration of this support. I hope that this will answer any questions you or your groups may have on this subject.

Sincerely

Ben Woodward  
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## **GUIDELINES FOR REIMBURSEMENT OF COSTS ASSOCIATED WITH CANCELLED MEETINGS:**

Amway will consider offering reimbursement to IBOs who have planned events that now need to be cancelled due to the change of UK operations dated 4<sup>th</sup> May.

Before reimbursement will be considered by Amway the following needs to take place:

1. Evidence provided to Amway to satisfy them that the meeting has been cancelled (a formalised letter sent out to the group by the provider of the meeting for example).
2. Refunds offered to those who have purchased tickets.
3. All refunds have been processed and documents that support this are provided to Amway.
4. All other supporting documentation that relates to the reimbursement are provided to Amway. This would include copies of contracts signed with venues that evidence cancellation fees are required, invoices that demonstrate charges have been made etc.
5. Amway requires that meetings be cancelled promptly in response to our original requests for suspending such events.

Amway considers its reimbursement of venue costs as appropriate support. No costs associated with speaker fees, travel arrangements, accommodation etc will be reimbursed. These are the costs of doing business and will remain the responsibility of the IBO. No other costs outside of venue fees will be reimbursed.

Reimbursement as mentioned above will apply only to those meetings that were scheduled, booked and promoted prior to May 4<sup>th</sup> and were due to take place from that date (May 4<sup>th</sup>) up to the date that meeting suspensions are lifted.

Please note that failure to reimburse ticket-holders could result in Amway seeking such reimbursement on behalf of the ticket-holder, from bonuses of responsible ticket-sellers.