

REFUND POLICY

All refund requests must be documented in writing.

Conference Refunds are as follows:

- A. More than 30 days prior to the conference will be subject to a 10% processing fee.
- B. Between 30 days and 15 days prior to the conference will be subject to a 20% penalty.
- C. Between 15 days prior but before the start of the conference will be subject to a 50% penalty.
- D. No refunds will be made after the start of the conference. Absence at a conference event does not entitle a delegate to a refund.

Multi-day Workshop Refunds are as follows:

- A. More than 30 days prior to the workshop will be subject to a 10% processing fee..
- B. Between 30 days and 15 days prior to the workshop will be subject to a 20% penalty.
- C. Between 15 days prior but before the start of the workshop will be subject to a 50% penalty.
- D. No refunds will be made after the start of the workshop. Absence at a workshop does not entitle a delegate to a refund.

Single Day Workshop Refunds are as follows:

- A. More than 10 days prior to the workshop will be subject to a 10% processing fee..
- B. Between 10 days and 5 days prior to the workshop will be subject to a 20% penalty.
- C. Between 5 days prior but before the start of the workshop will be subject to a 50% penalty.
- D. No refunds will be made after the start of the workshop. Absence at a workshop event does not entitle a delegate to a refund.