



## NAACO Annual Conference Cancellation Policy

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All requests for refunds must be made in writing. NAACO reserves the right to deny refunds. Attendees may cancel their registration if written notification is received by NAACO (via email) before Regular Registration ends and Late Registration begins, for a 50% refund.

Refund will be returned via the original method of payment. NAACO will also give you the option of retaining a portion of the refund amount as credit against your account to be applied towards your membership renewal for the coming year.

Any cancellations made after Regular Registration ends and Late Registration begins, and No Shows for the conference will result in forfeiture of the entire registration fee.

All refunds will be processed following the conference. Please submit your registration cancellation request to [info@naaco.org](mailto:info@naaco.org).

### **Substitution**

In the event a registrant is no longer able to attend the conference, substitution of a business colleague/co-worker (must also be an affiliate member of your institution) will be accepted up to the date the Regular Registration ends and Late Registration Begins, with a \$20 administrative fee. The original registrant must submit the replacement's name and contact information in writing to [info@naaco.org](mailto:info@naaco.org).

### **Exceptions to the Cancellation Policy**

NAACO recognizes that serious issues may arise that could prevent an attendee from cancelling their registration within the timeframe prescribed above. There are five (5) acceptable reasons for cancelling after the cancellation deadline and up to the last day of the conference:

- Serious illness or disabling injury— either you or an immediate family member (spouse, child, parent)
- Death in the immediate family
- Court appearance or jury duty
- Unexpected military duty call-up
- Civil disobedience or acts of terrorism/war

Written requests to NAACO must be accompanied by meaningful documentation supporting the claim that the situation physically prevents the registrant from attending the conference, through no fault on the part of the attendee. Approved requests will be issued a 50% refund.

### **No Show Policy**

No show for the conference will result in forfeiture of the entire registration fee.