



## NAACO Annual Conference Cancellation Policy

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All requests for refunds must be made in writing. Attendees may cancel their registration and receive a full refund minus a \$20 administrative fee if the request is received by NAACO (via email) prior to January 17, 2020.

Refunds 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.

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

### **Substitution Policy**

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 if submitted by February 3, 2020, 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**

Requests for refunds received after January 17, 2020 will be reviewed per the following criteria and may be approved for up to a 50% refund. NAACO reserves the right to deny refunds which are not received by January 17, 2020.

NAACO recognizes that serious issues may arise that could prevent an attendee from canceling their registration within the timeframe prescribed above. There are five (5) acceptable reasons for canceling 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 from travel origin location (not the event location)

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.