

## NEAFCS CANCELLATION AND REFUND POLICY

All cancellations must be submitted in writing (using the NEAFCS Refund Request Online Form) as per the following guidelines:

- To receive a full refund less a \$50 cancellation fee, the written request must be postmarked and/or received by the National Office no later than the early-bird registration deadline date.
- To receive a 50% refund less a \$50 cancellation fee, the written request must be postmarked and/or received by the National Office no later than the Advanced Registration deadline date.
- There will be no refund of registration fees after the Advanced Registration deadline date.
- Exception: Registrations canceled for reasons of health emergencies or other unforeseen circumstances, must be requested in writing (using the NEAFCS Refund Request Online Form). Any amount of refund is at the discretion of the Executive Board. If the Board grants the request, the approved amount will be refunded minus a \$50 processing fee.
- All cancellation/refund requests must be received in writing (using the NEAFCS Refund Request Online Form) no later than 30 days post Annual Session start date. Requests after this date will not be granted.
- NEAFCS will allow substitutions at no additional cost up until 30 days out of the start of the NEAFCS Annual Session. All substitution requests must be submitted in written form (includes email messages) to the National Office. Any substitution requests after this date will be reviewed by the National Office on a one-off basis.
- Pre-conference, including Post-conference when offered, and In-depth Session fees are transferable but not refundable (based on requirements set with each session).
- All fees for tours and special activities are non-refundable.