



## NHLA conference/class cancellation policy

Financial and logistical arrangements for conferences and classes are based on the number of participants. Sometimes, however, for personal or professional reasons, someone who is registered will not be able to attend and requests a refund. As part of ensuring NHLA's fiscal responsibility while recognizing unforeseen circumstances, the Executive Board endorses this policy for cancellations:

1. The person registered is encouraged to find a substitute attendee so that NHLA does not need to be involved in any further financial transactions.
2. Written requests for refunds must be received by the conference/class registration deadline. This allows substitution for anyone on a waiting list.
3. Cancellation requests are to be sent to the conference registration contact who will forward it to the NHLA Treasurer.
4. A cancellation fee of \$5 will be assessed.
5. Any refunds will be by check; no credit cards will be reimbursed.
6. Refunds will be issued within 30 days.
7. Any refund after the registration deadline will be referred to the conference organizing committee, or the Section officers, for consideration and must be exceptional in nature. A cancellation fee equivalent to meals or direct financial commitment will be assessed in addition to the \$5, if the refund is granted.
8. Any request for a full refund will be at the discretion of the NHLA President or Vice President.
9. The NHLA Cancellation Policy shall be posted on the website and referenced on all registration forms.

Adopted by the Executive Board on February 14, 2017