

## **IPA Policy Manual**

### **Chapter 5 – Association Operations**

#### **5.5 Conference & Workshop Cancellation/Substitution Policy**

- a. An individual who is registered for a conference or workshop and who is unable to attend may: (1) send another individual in his or her place; (2) receive a credit in the full amount of the workshop; or (3) receive a refund, subject to subsection b.
- b. Upon written request, registrations cancelled more than five business days prior to a workshop will receive a full refund, less a \$25.00 service charge. Cancellations within five business days will receive a full refund, less a \$50.00 service charge.
- c. Individuals who are not in attendance and who have not made arrangements in accordance with this policy are responsible for full payment.
- d. The Association reserves the right to cancel or reschedule conferences and workshops at any time. In the event of cancellation or rescheduling, registrants will automatically receive a credit in the full amount of the workshop. Alternatively, registrants may request, in writing, a full refund.
- e. Credits may be used toward the cost of any Association event. Credits expire June 30<sup>th</sup> of each year or sixty (60) days after the credit is issued, whichever occurs later.

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