

Event Cancellation/Substitution Policy

Rationale - The policy will help CAI-CT reduce costs by:

- Guaranteeing a more accurate number of anticipated attendees for each event. Guarantees are required three to five days prior to each event to ensure there is ample food and beverages and that enough space has been allotted for the attendees. This estimated attendance cannot be reduced after the deadline, and therefore, the association is required to pay for attendees whether they attend the event or not.
- A significant number of staff hours are utilized to track registrations, process cancellations and refunds, and collect outstanding balances for no-shows and unpaid registration fees.

Cancellation/Substitution Policy

Event registrations may be cancelled in writing via email or fax **up to three (3) business days prior to event**. Written cancellations received prior to the cancellation deadline will result in a full refund to the registrant. Cancellations are also required for non-fee programs. Cancellations received less than three (3) business days prior to the first day of the event will result in forfeiture of the entire registration fee. Phone cancellations will NOT be accepted.

A processing fee of \$35 will be charged if the terms of this policy are not met for any *non-fee* programs.

No refund will be given for functions not attended or for cancellations received after the deadline. No-shows and/or non-payment do NOT constitute a cancellation. Payment of outstanding balances for previous events must be received prior to being confirmed for a current event. Payment must accompany registration or be received and verified at least three (3) days prior to the event to be considered a confirmed registrant. In other words, you will not be confirmed as a registrant for an event until your payment is received and verified.

Note: a substitute may be submitted to attend an event in place of the registrant at any time prior to the event. The original registrant need only notify CAI-CT of this change in writing via email or fax at least two (2) days prior to the event. A confirmation of this replacement shall be sent to the email on the original registration form. The registrant is responsible for obtaining any reimbursement of the registration fee from the substitute attendee.

Sponsor - No refunds will be issued unless sponsor cancellation is received in writing - 30 days prior to event. No refunds will be issued after 30 days prior to an event. A \$100 processing fee will be charged for all cancellations. Substitutions for sponsor attendees are welcome, with written notice at least 24 hours in advance of event.