



## **ACCP Event Cancellation Policy**

### **Conferences**

Substitutions/Transfers of a registration to someone else in the company are available, not subject to processing fees, and are allowed up until ten (10) business days prior to the event. ACCP members may opt to apply their Conference registration fees to credit their account up until 48 hours prior to start of the event and are subject to a \$500 processing fee.

For those requesting refunds, if cancellation is submitted 46+ days prior to the event, a full refund will be given, minus a 6% processing fee. 22 to 45 days prior to the event, a 50% refund will be given, which includes all processing fees. As of 21 days prior to the event, no refunds will be given, this includes no-shows.

### **Forum**

Substitutions/Transfers of a registration to someone else in the company are available, not subject to processing fees, and are allowed up until seven (7) business days prior to the event. ACCP members may opt to apply their Forum registration fees to credit their account up until 48 hours prior to start of the event and are subject to a \$250 processing fee.

For those requesting refunds, if cancellation is submitted 22+ days prior to the event, a full refund will be given, minus a 6% processing fee. Eleven (11) to 21 days prior to the event, a 50% refund will be given, which includes all processing fees. As of 10 days prior to the event, no refunds will be given, this includes no-shows.

### **Summits**

Substitutions/Transfers of a registration to someone else in the company are available, not subject to processing fees, and are allowed up until two (2) business days prior to start of the event. ACCP members may opt to apply their Summit registration fees to credit their account up until 24 hours prior to start of the event and are subject to a \$25 processing fee.

For those requesting refunds, if cancellation is submitted 22+ days prior to the event, a full refund will be given, minus a 6% processing fee. Eight (8) to 21 days prior to the event, a 50% refund will be given, which includes all processing fees. As of 7 days prior to the event, no refunds will be given, this includes no-shows.

### **Additional Details**

- Registration sharing or splitting at any ACCP paid event is strictly prohibited.
- All Requests for substitutions/credits/refunds must be received by ACCP in writing. Email requests to [mail@accp.org](mailto:mail@accp.org). Requests received less than 24 hours before the start of the event will be treated as a no-show and will not be eligible for refund, credit, or transfer.
- For in-person events requiring hotel and/or flight arrangements, registrants are responsible for making substitution/transfer requests directly with the hotel and/or airline. ACCP is not responsible for these adjustments or fees incurred as a result of changes made.
- ACCP will not issue any refunds or credits for no-shows. No exceptions.
- ACCP reserves the right to cancel any registration without notice.
- ACCP reserves the exclusive right to modify, postpone/reschedule or cancel programs for any reason, including but not limited to emergency, inclement weather or other 'acts of God' or other circumstances beyond ACCP's reasonable control. If there is an event cancellation, every attempt will be made to reschedule, and registration fees will be applied to the

rescheduled event date. Any travel, lodging, or incidental expenses incurred related to a cancelled event will not be reimbursed by ACCP under any circumstances. If a cancelled event cannot be rescheduled, ACCP will determine an equitable basis for the refund of a portion or all the registration fees, after due consideration of circumstances and expenditures.

- Credits will be active on your account for one year from the event date. Any credit not used within one year will be considered forfeited and subsequently removed.
- Weather related cancellations extend only to the individuals that qualify for one of the following conditions, and will be given a credit:
  - All flights in/out of attendees departing city airport(s) have been cancelled within 36 hours prior to the start of the event.
  - All flights in/out of event city airport(s) have been cancelled within 36 hours prior to the start of the event.
  - All flights from attendee’s city airport(s) to event city’s airport(s) have been cancelled within 36 hours prior to the start of the event.
  - Attendees MUST let ACCP know of cancellation prior to event start time on day of event.
- ACCP reserves the right to amend this Policy at any time in its sole discretion.

**Summary:**

	<b>Substitutions/Transfers are permitted:</b>	<b>Account Credit is permitted:</b>	<b>Refund Schedule</b>
<b>Summits</b>	Up until 2 business days prior to start of the event	Up until 24 hours prior to start of the event less \$25 processing fee	22+ days prior = 6% fee 8-21 days prior = 50% refund Within 7 days = No Refund
<b>Forum</b>	Up until 7 business days prior to start of the event	Up until 48 hours prior to start of the event less \$250 processing fee	22+ days prior = 6% fee 11-21 days prior = 50% refund Within 10 days = No Refund
<b>Conference</b>	Up until 10 business days prior to the start of the event	Up until 48 hours prior to the start of the event less \$500 processing fee	46+ days prior = 6% fee 22-45 days prior = 50% Within 21 days = No Refund