



Policy Number:	08
Policy Title:	Cancellation/Refund Policy
Original date:	September 2012
Revision date:	April 2023

Purpose: To provide guidance in refunding registration fees associated with educational offerings.

Policy/Procedure:

1. Webinar registration will not be refunded for any reason.
2. Any conference registrant who cannot attend may send a substitute from the same organization by notifying NCAHQ with the name of the substitute. Notification may be done via email or through the “contact NCAHQ” portal on the NCAHQ website.
3. Refunds for NCAHQ educational events
 - 3.1 The conference registration fee (less a \$50 processing fee) is refundable if NCAHQ is notified of cancellation no less than fourteen (14) calendar days prior to the first day of the event. Notification may be done via email or through the “contact NCAHQ” portal on the NCAHQ website.
 - 3.2 In the event that a natural disaster or public health emergency necessitates cancelling an NCAHQ sponsored educational event, registration fees will be refunded.
 - 3.3 If an NCAHQ sponsored educational event is cancelled for any other reason, refund of fees will be at the discretion of the NCAHQ Board.
 - 3.4 Refunds may take up to six weeks. The Treasurer will:
 - Confirm that the payment was received and processed.
 - Issue a refund minus the processing fee.
 - Notify the event coordinator of the transaction.
 - 3.5 Registrants cancelling less than fourteen (14) calendar days prior to the first day of the event will not receive a refund of their registration fee.