

## **CANCELLATION & REFUND POLICY**



**Effective: November 1, 2018**

PAHRA prides itself on providing stellar service to our members, affiliates and associates. The following statements outline our cancellation and refund policies.

### **Conference / Exhibitor Cancellation Policy**

In order to obtain a full refund, conference or exhibitor cancellation requests must be submitted in writing and may be emailed to Kelly Hicks, Executive Director at [kelly@pahra.org](mailto:kelly@pahra.org) no later than 15 days before the date an event is scheduled to commence. No refunds will be issued after that time. This policy also applies to registrations transmitted electronically or mailed without a check.

### **Credit for Future Event**

PAHRA may, at its discretion, choose to offer a credit for the full amount of the cancelled conference or exhibitor registration/s that may be applied toward registration for a future conference. This credit can be utilized for attendance by any employee of the affected agency / company. It is not solely reserved for use by the individual or individuals who have cancelled. Such credit shall be considered on a case-by-case basis depending upon the circumstances causing the cancellation.

### **Exception to 15-Day Cancellation Policy**

In the event that a member or exhibitor who has registered for a conference cannot attend due to a family or medical emergency, and who is providing written notice of less than 15 days prior to the conference, PAHRA shall either refund the full amount of the individual's registration fee or credit the agency / company for a future event as outlined above.

### **Hotel Cancellation Policy**

Hotel cancellations are under the policy of the venue at which the event is being held. PAHRA is not responsible for the reimbursement of any hotel fees. Please read your hotel confirmation closely regarding deposits, refunds, and cancellations.

### **Memberships, Partnerships, and Sponsorships**

PAHRA memberships and partnerships run on a calendar year basis. Once annual payment has been made, the member or partner will be provided benefits or services for the entire year. There will be no refunds or pro-ration of membership dues or partnership package payments.

Sponsorship of a specific, selected PAHRA event is a one-time charge that the sponsor has purchased and agreed to. There will be no refunds for such events unless the sponsor has provided sufficient notice in order for the event to be cancelled, including removal of their sponsorship from all conference materials, or adequate time for the sponsorship to be sold to another entity.

### **Contact Information**

If you have any questions regarding this policy, please contact us at the following email, telephone, or mailing address:

**Email:** [kelly@pahra.org](mailto:kelly@pahra.org)

**Phone:** 724-676-4446 or toll free at 855-70-PAHRA

**Mailing Address:** P.O. Box J, New Florence, PA 15944