

Event Cancellation- Annual Conference

*SUBJECT TO CHANGE PER DISCRETION OF NYS AHPERD STAFF

Vendor, Presenter, and Presider cancellation requests must be submitted in writing to Jessica Synenki, Director of Professional Development & Human Resources, at jsynenki@nysahperd.org.

All Member & Non-member cancellation requests must be submitted in writing to Kayla Demeree, Finance Manager, at kdemeree@nysahperd.org

- Cancellation requests may also be accepted via fax 315-823-1012.

In addition:

- All refund requests must be made by the member, school/college, or credit card holder.
- Refund requests must include the name of the member, member number, transaction details, and documentation.
- Credit Card payments will not be refunded to the card; a paper check will be sent via USPS.
- Credit Card fees associated with purchase/s **cannot be refunded.** *

A \$25.00 cancellation/processing fee will be applied to cancellations **after the close of pre-registration.** (October 31st) *

Registration Substitutions:

You or your school may substitute your registration with another person if you are no longer able to attend. Substitution requests must be emailed to kdemeree@nysahperd.org

If you are registered at the member rate, but your substitute is not a current member of NYS AHPERD:

- The substitute must join/renew their membership by calling our office at (315) 823-1015 to receive Member Discounted Prices.
- The Substitute must register for the Conference ONLINE using the PAY LATER OPTION. * Please note registration rates may change, but the price will be locked in per original registration date.
- Once registered the Substitute will notify NYS AHPERD so we can transfer the payment information between registrations.

OR

- The Substitute can also opt to register at the Non-Member rate and pay the difference between registrations.

Pro- Tip:

If you need to cancel or substitute your registration do it before **October 31st**.

- Doing it before pre-registration is closed = no cancellation fee.

Any questions regarding the cancellation policy, membership, or substitutions may be directed NYS AHPERD central office staff:

- Phone: 315-823-1015
- Fax: 315-823-1012
- Email: nysahperd@nysahperd.org

Or email for more direct assistance on:

Vendor, Presenter, and Presider Policy questions

- Director of Professional Development & HR: jsynenki@nysahperd.org

Member & Non-member Policy questions

- Finance Manager: kdemeree@nysahperd.org