

MAEO Conference Refund Policy

We understand that plans can change.

To support our attendees while ensuring the viability of our conference, the following refund policy applies to all conference registrations:

1. Refund Deadlines:

Partial Refund (90%) – Up to 60 Days Before the Conference.

Cancellation requests received on or before February 28, 2026 are eligible for a 90% refund.

Partial Refund (50%) – 59 to 30 Days Before the Conference.

Cancellation requests received between March 1 and March 30 are eligible for a 50% refund of the registration fee.

No Refund – 29 Days or Less Before the Conference

Cancellation requests made on or after March 31, 2026 are not eligible for a refund due to advance commitments to venues, vendors, and program partners.

2. Substitutions

If you can no longer attend:

Attendee substitutions are allowed at no additional charge up to April 15, 2026. This is 14 days prior to the conference.

After this date, substitutions may only be permitted at the discretion of the event organizer.

3. Non-Attendance

Failure to attend the conference without prior notice will be treated as a cancellation and is **not eligible for a refund**.

4. Event Cancellation

If the conference is canceled by the organizers for any reason:

Registrants will receive a full refund, or

The option to transfer their registration to a rescheduled date.

5. How to Request a Refund or Substitution

All refund requests must be submitted in writing to tom.moore@maeo.org and must include:

Attendee name

Order/registration number

Reason for cancellation

Refunds will be processed within 10–14 business days of approval.

6. Exceptions

Requests for exceptions due to medical emergencies, severe personal circumstances, or other significant issues will be reviewed on a case-by-case basis. Supporting documentation may be required. Please email sarah.orr@maeo.org with specific requests.