

## 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 Jenny Vittiglio, Event & Conference Manager, at [jvittiglio@nysahperd.org](mailto:jvittiglio@nysahperd.org)

**All Member & Non-member** cancellation requests must be submitted in writing to Mary Ladouceur, Finance Manager, at [mladouceur@nysahperd.org](mailto:mladouceur@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 31<sup>st</sup>) \*

### 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 [mladouceur@nysahperd.org](mailto:mladouceur@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](mailto:nysahperd@nysahperd.org)

Or email for more direct assistance on:

### **Vendor, Presenter, and Presider Policy questions**

Event & Conference Manager: [jvittiglio@nysahperd.org](mailto:jvittiglio@nysahperd.org)

### **Member & Non-member Policy questions**

Finance Manager: [mladouceur@nysahperd.org](mailto:mladouceur@nysahperd.org)