



Health Ministries Association Operations Manual - Policy and Procedure	Original Effective Date	3/22/18
	Current Effective Date	
<i>National Conference Refund</i>	Dates Reviewed	

- I. **Policy:** It is the policy of Health Ministries Association to provide reimbursement to conference registrants who cancel no later than the **STATED** registration deadline.

- II. **Purpose:** The purpose of this policy is to provide a mechanism for reimbursement to conference registrants.

- III. **Procedure:**
 1. A written notice of cancellation and request for refund must be received in the HMA office no later than the stated deadline.
 2. A \$50 administrative fee will be deducted from all refunded conference registration fees.
 3. Payments for optional conference events are non-refundable.
 4. The conference registration fee will be non-refundable in the event of cancellation of the conference due to circumstances beyond the control of HMA.
 5. Refunds will be processed and issued within 45 days following the close of the conference.
 6. In lieu of a refund, transfers of registrations (substitutions) will be allowed up to two weeks before the start of the conference, if arranged by the registrant for a \$50 processing fee. A registration may only be transferred to one person and the individual submitting the substitution request is responsible for all financial obligations related to the substitution. A substitute will have access to conference activities paid for but may not have access to the selection of workshops.
 7. Conference refunds will not be granted to conference no-shows.
 8. After the stated deadline, no conference refunds will be issued for any reason. Requesters will have access to all speaker e-handouts, podcasts and other attendee materials.

