



Cancellation and Refund Policy

Cancellation of Classes – In-Person and Live Virtual

In-person events are defined as events where participants and faculty are in the same location at the same time, and learning occurs face-to-face, such as annual conferences or hands-on skills labs. Live virtual events are defined as events where participants and faculty are not in the same location, though connected through a virtual platform on the internet and the faculty is actively engaging with participants in real time. Examples include NLN MicroConference and live webinars.

If, due to unforeseen circumstances, an in-person or live virtual event is canceled by National Lymphedema Network, all registered attendees will be notified via email that was used for registration as soon as cancellation of the event is confirmed. A notice on the Events page of the NLN website will also be available notifying registrants of the changes. The management of funds paid for the event is up to the discretion of the National Lymphedema Network.

Cancellation of Classes – Virtual Independent Learning

Virtual independent learning classes are defined as a course that has been previously recorded and available online where a participant is able to learn at their own pace, and no live instructors are present.

If, due to unforeseen circumstances, a virtual independent learning course is discontinued by National Lymphedema Network, all registered attendees will be notified via email that was used for registration as soon as cancellation of the course is confirmed. The course listing would also be removed from the virtual platform. The management of funds paid for the course is up to the discretion of the National Lymphedema Network.

Refund Policy

The National Lymphedema Network maintains a no-refund policy for all events and courses. For the annual NLN Conference, each registration includes ticket insurance. Because registrants may submit a claim directly to the insurance provider if they are unable to attend, no refunds, transfers, or credits of any kind will be issued for the annual conference.

For all other NLN events and courses, registration payments may be applied to a future event or course for the same registrant, or transferred to another registrant for the relevant event or course, provided that notification is received by the deadline and sent to the email address listed in the registration confirmation. Any credit approved by the NLN must be used within one year of the approval date.

The NLN reserves the right to update or modify this policy at any time without prior notice. Changes will take effect immediately upon posting.