



TSHP Research & Education Foundation  
**2020 Alcalde Southwest Leadership Conference**

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### **ALCALDE REGISTRATION**

**Cancellations and Refunds.** All current Alcalde registrants are eligible to receive a full refund.

- **Q: I am currently registered for Alcalde and plan to participate in the alternative event. What do I need to do?**  
A: No action is required. Your registration will be transferred to the alternative event once that is announced. You will receive an email confirming your registration once complete.
- **Q: I am currently registered for Alcalde and do NOT plan to participate in the alternative event. What do I need to do?**  
A: You may request a full refund by sending an e-mail to [registration@tshp.org](mailto:registration@tshp.org). Refund requests must be received by Wednesday, April 15. All refund requests will be processed within 45 days. All cancellation fees will be waived through this date.
- **Q: I had cancelled my registration for the April 15-16 Alcalde Meeting, but I am now able to attend the alternative event. Can I reinstate my registration?**  
A: Yes. You can send a request to [registration@tshp.org](mailto:registration@tshp.org) to have your registration reinstated at the original rate. Reinstatement requests must be received by Friday, April 15.
- **Q: I had cancelled my registration for the April 15-16 Alcalde Meeting and am unable to determine whether I can participate in the alternative event at this time. Can I register later?**  
A: Yes, you can register at the posted rates.

### **ALCALDE HOUSING AND TRAVEL**

**Reservation Cancellations.** Any reservation booked into the Moody Gardens room block will be cancelled automatically without penalty. Registrants who booked housing through other sources or directly with hotels must cancel their own reservations.

- **Q: I have a reservation for air travel for Alcalde. Can I change my cancel my reservation?**  
A: You should contact your carrier directly and follow their guidelines regarding the cancellation of flights. Many airlines are waiving change fees for flights scheduled between March 1, 2020 and April 30, 2020.