

2023 CASE ANNUAL CONVENTION – PAYMENT AND CANCELLATION POLICY

PAYMENT POLICY: By registering for this CASE event, you understand that **payment is due no later than Friday, June 23, 2023**. Additionally, if your registration fee has been invoiced at the CASE member rate and your membership invoice is unpaid as of June 23, 2023, CASE reserves the right to update your registration fee to the non-member rate and adjust your event registration invoice accordingly.

CANCELLATION POLICY: In the event payment is NOT received in the CASE office by the close of business on June 23, 2023, **CASE reserves the right to cancel your registration**. If your registration is cancelled by CASE due to nonpayment, CASE will contact you via the email address provided on your registration to inform you of this action.

In the event *you* must cancel your convention registration, the following fees and conditions apply.

1. If you cancel your registration:
 - before the close of business on Friday, June 2, 2023 – a \$30 cancellation fee will apply.
 - between Saturday, June 3, 2023, and Wednesday, June 28, 2023 – a \$60 cancellation fee will apply.
 - after June 28, 2023 – CASE is unable to grant refund request after this date, except in the event of a COVID diagnosis or a medical/family emergency pertaining to the attendee or the attendee's immediate family. Under these conditions, a late cancellation fee of \$75 will apply.
 - Any cancellation received after July 10 for the above qualifying reasons will be subject to cancellation fee of 50% of your convention registration fee. This is due to guarantees that are committed to the hotel and vendors in advance. No refunds will be approved for any other reasons than those listed above.
2. Notice of cancellation and requests for refund must be submitted via email to:
jhodgson@co-case.org.
3. Registration may only be transferred from one person to another upon approval from the CASE office, and prior to 4:30 pm on Monday, July 10, 2023. Registration may not be split between participants at any time.
4. Transfers requested after **July 10, 2023**, will not be considered.
5. Cancellation requests for qualifying reasons received after **Friday, July 28, 2023**, will not be considered.

REGISTRATION CHANGES: If you require assistance to change your registration, please contact Jeri Hodgson at (303) 762-8762 ext. 100 or jhodgson@co-case.org.

QUESTIONS: Please visit the CASE website at co-case.org or call the CASE office at (303) 762-8762.