

## **2024 CASE Winter Leadership Conference & 2024 Pre-Conference Workshop – Payment and Cancellation Policy**

**PAYMENT POLICY:** By registering for this CASE event, you understand that **payment is due no later than Friday, January 19, 2024**. Additionally, if your registration fee has been invoiced at the CASE member rate and your membership status is not current by January 19, 2024, 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 January 19, 2024, **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 pre-conference and/or conference registration, the following fees and conditions apply.

1. If you cancel your registration:
  - before the close of business on Friday, December 8, 2023 – a \$30 cancellation fee will apply.
  - between Saturday, December 9, 2023, and Friday, January 19, 2024 – a \$60 cancellation fee will apply.
  - after January 19, 2024 – CASE is unable to grant refund requests after this date, except in the event of a COVID diagnosis, a medical/family emergency pertaining to the attendee or the attendee's immediate family, road closures that impact your travel and flight cancellations. Under these conditions, a late cancellation fee of \$75 will apply.
  - Any cancellation received after February 5, 2024, for the above qualifying reasons will be subject to a cancellation fee of 50% of your conference 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](mailto:jhodgson@co-case.org).
3. Registration may be transferred from one person to another upon approval from the CASE office, and prior to 4:30 pm on Monday, February 5, 2024. Registration may not be split between participants at any time.
4. Refunds requested after **Thursday, February 22, 2024**, will not be considered.

**QUESTIONS:** Please contact [jhodgson@co-case.org](mailto:jhodgson@co-case.org).