



## **LTEN Payment Policy:**

The following policy applies to all LTEN Customers for Invoice Payments. Full payment is due upon receipt of invoice. We accept checks, EFT, and all major credit cards (American Express, Visa, MasterCard and Discover). Invoices are considered past due if they are aged over 30 days from the original invoice date. Invoices that are aged over 60 days will be considered delinquent and will have all business relationships suspended until all invoices have been paid in full. Invoices that are aged over 90 days may be turned over to a Collections Agency at the discretion of the Executive Director.

Payment for registration or sponsorship of any LTEN event must be received in full prior to the event start date. The LTEN Events Cancellation Policy which follows will apply to any invoice whether unpaid or paid in full. If the invoice for an event is not paid in full at the time of cancellation, payment in the amount of \$250 must be made to cover the administrative fee and keep your account in good standing.

## **Event Cancellation and Refund Policy:**

All Life Sciences Trainers & Educators Network (LTEN) event registration cancellation, transfer, refund, and/or voucher requests must be received in writing by LTEN ten business days prior to the start of the event. LTEN will issue a full refund for cancellations received in writing ten business days prior to the event less a \$250 administrative fee. LTEN also offers the option to transfer the registration to a co-worker at any time, or receive a voucher to attend another LTEN event. Vouchers will remain valid for one year from the issue date. Nine business days prior to the event, LTEN will issue a refund of \$500 for cancellations requests not interested in obtaining a transfer or a voucher. No refunds, credit vouchers, or transfers will be issued for no-shows, or for those LTEN did not receive written requests to alter their registration prior to the day of the event. This includes cancellations due to weather, travel delays, or other causes. LTEN recommends that registrants allow for unexpected delays when making travel plans. To receive a refund or voucher, please email your request to Christine Gaudet at [cgaudet@L-TEN.org](mailto:cgaudet@L-TEN.org).

Please note: If LTEN cancels an event, we are not responsible for non-refundable travel arrangements including air, hotel, or other travel costs made by the participants.