



Innovative - Effective - Distinctive

Cancellation Policy

All registrants are responsible for payment of the full registration fee. Persons who have registered and submit a cancellation request via email 14 days prior to the event date will receive a gift certificate equal to 75% of the registration fee; remaining 25% is applied to the cancellation processing fee. Cancellations submitted via email 5 days prior to the event date will receive a gift certificate equal to 50% of the registration fee; remaining 50% is applied to the cancellation processing fee. Gift certificates can be used at a future LeadingAge Michigan educational event. Cancellations less than 5 days prior to the event and no-shows will not receive credit towards a future event. Cancellations must be submitted by email to Dalton@leadingagemi.org and will be acknowledged by return email. If you do not receive an acknowledgement after one week following submission of your cancellation, please contact Dalton. We cannot accept cancellations by phone.

Registrants who find they are unable to attend may send a substitute and should notify LeadingAge Michigan at least 3 days prior to the event.

Exceptions to the cancellation policy may be made as deemed appropriate by the Director of Professional Development with LeadingAge Michigan. Any requests for an exception must be made in writing via email to Laura@leadingagemi.org.