



## Cancellation Policy

All registrants are responsible for payment of the full registration fee. Persons who have registered and submit a cancellation request via email will receive credit in the form of a gift certificate based on the following:

- More than 14 days prior to event = 75% of the paid registration fee.
- Between 5-13 days prior event = 50% of the paid registration fee.

Cancellations less than 5 days prior to the event and no-shows are responsible for the full registration fee and will not receive credit towards a future event.

Cancellations must be submitted by email to [Info@leadingagemi.org](mailto:Info@leadingagemi.org) and will be acknowledged by return email. We cannot accept cancellations by phone.

Gift certificates can be used at a future LeadingAge Michigan educational event.

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 Executive Director of Professional Development with the LeadingAge Michigan Educational Foundation. Any requests for an exception must be made in writing via email to [Laura@leadingagemi.org](mailto:Laura@leadingagemi.org).