



### **Cancellation and Refund Policy**

If for any reason the conference host(s) cancels the conference, attendees will be issued refunds in full. Should a registrant need to cancel, the request must be submitted in writing via email to **Ashley Dukat / Queen City Destination Management LLC**, and will be subject to the following refund guidelines:

#### **Cancellation fees:**

Up to 3/21/25	Full refund
3/22/25 to 7/21/25	80% refund
7/22/25 to 8/23/25	50% refund
8/24/25 to 9/8/25	25% refund
On or after 9/9/25	no refund
No show	no refund

Any registrant requesting a refund due to an "extenuating circumstance" will need to provide documented proof of such circumstance. It will be in the host's sole discretion as to whether a whole, or any portion thereof, refund may be granted. Extenuating circumstances can be, but not limited to, a death in the family or a positive COVID test. Non-emergency cancellations will not be considered, including, but not limited to, a change of personal plans, travel delays, or general illness.

Please note: Non-advance payment of registration fees does not void the cancellation policy. The full balance of all registrations is still due in full, regardless of attendance.

#### **Substitutions**

Substitutions are permitted. Notification must be received in writing as soon as a substitution is known, but at least three (3) weeks before the start of the conference. Please send the name of the original registrant and the name of the person substituting to Ashley Dukat / Queen City Destination Management LLC. Please include "Conference Substitution" in the subject line.

**Ashley Dukat, CMP**

**Founder | Queen City Destination Management LLC**

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