

Cancellation / Refund Policy

All cancellations and requests for refunds **MUST** be submitted in writing via postal mail, email or fax by the following dates:

By September 20, 2011

Full refund minus a \$75 processing fee.

By October 3, 2011

50% refund plus a \$75 processing fee

After October 3, 2011

No refunds will be provided.

Telephone requests **WILL NOT** be honored.

Refunds will be issued as either a credit to the credit card used for the original payment or by cheque if the original payment contribution was received by cheque, money order, wire transfer or other means.

If you have erroneously registered twice for the same event a full refund will be provided if you notify us within 30 days of the transaction.

Substitution Policy

If you are unable to attend, you may provide a substitution to attend in your place. Substitutions are allowed with the written permission of the original registrant. A new payment will not be processed. If a change in credit card is required, it will no longer be treated as a substitution, but rather a new registrant.

Substitutions **MUST** be submitted in writing by October 10, 2011. Telephone requests **WILL NOT** be honored. Postal mail, email and fax requests only will be accepted.