



EVENT REGISTRATION AND REFUND POLICY

Registration Fees

To qualify to **register for a MACRAO event**, the registrant must be a member in good standing. Special guests may register with prior approval of the Board of Directors.

Early Bird Registration Fees

To qualify for the early bird registration rate, online registration must be entered by 11:59 PM EST the last day of the early bird registration period.

Payment

Registrations **MUST** be accompanied by credit card charging authorization. Funds must be in U.S. dollars.

Substitutions, Cancellations, and Refunds

All changes, substitutions, and cancellations must be made in writing. Substitutions may be made without penalty.

Deadlines for refund of attendee registration, guest or workshop registration fees:

- **Up Until 30 Days Prior to the Event Date** – Full refund less 10% or \$10, whichever is greater.
- **30 Days Prior to the Event Date** – No refund and unpaid fees will be billed to the member and/or member's institution.

If, in the sole discretion of the Board of Directors, an extraordinary circumstance occurs, the board may consider a waiver of the 10% cancellation penalty on a case-by-case basis. If an attendee feels that he/she has experienced an extraordinary circumstance, he/she should email the President with as much information as possible. The appeal will be brought up at the next available board meeting for discussion and a decision vote. Once a decision is reached, the President will notify the affected individual. The board decision will be considered final and there will be no further appeals process.

If a MACRAO event is canceled, the sponsoring committee will make every effort to notify registrants in advance. MACRAO will not hold institutions responsible for the event registration fee; however, it is not responsible for any charges or cancellation fees assessed by airlines, hotels, or travel agents.

Special Needs or Questions

Special needs requiring accommodation to fully participate or any questions about the event should be directed to the event sponsoring committee. (See <http://www.macrao.org/Directory/CommitteeList.asp>)

EXHIBITOR CANCELLATION/REFUND POLICY

Payment for exhibit space will be refunded, less 10% or \$100 per booth processing fee, if a written request for cancellation is received by MACRAO no later than 30-days prior to the event date. Telephone cancellations will not be accepted. MACRAO will only honor cancellation requests whose receipt have been confirmed. No refunds will be made if the company cancels the contracted slot or if the company fails to attend the meeting. If a company cancels after 30-days prior to the event date and has not already paid the exhibiting fee, the company will be liable for paying the full fee to MACRAO. Final payment is due 30-days prior to the event date for all exhibit space; *otherwise, a \$50 late fee will be assessed.*