



NPAA Conference Refund Policy

At the NPAA Conference, we understand that plans can change. Below is our official refund and cancellation policy to ensure transparency and fairness for all attendees.

1. Cancellation & Refund Policy

- **More Than 90 Days Before the Conference (Full Refund)**
 - Cancellations received on or before **March 7, 2025** (90+ days before the event) are eligible for a **full refund**, minus any applicable processing fees.
- **30–89 Days Before the Conference (75% Refund)**
 - Cancellations received between **March 8, 2025, and May 7, 2025** (30–89 days prior) are eligible for a **75% refund** of the registration fee, minus any applicable processing fees.
- **15–29 Days Before the Conference (50% Refund)**
 - Cancellations received between **May 8, 2025, and May 22, 2025** (15–29 days prior) are eligible for a **50% refund**, minus any applicable processing fees.
- **Less Than 15 Days Before the Conference (No Refund)**
 - Cancellations received on or after **May 23, 2025** (less than 15 days before the event) are **non-refundable** due to financial commitments made for event logistics.

Processing Fees: Refunds exclude any non-refundable processing fees. Processed refunds may take up to **14 business days** once all information has been received.

No-Shows: No refunds will be issued for registrants who do not attend the conference and do not provide prior notice.

Extenuating Circumstances:

- Refund requests **after the final registration deadline** will only be considered in cases of extenuating circumstances, such as medical emergencies.
- Requests must be submitted within **45 days** of the conference end date and must include supporting documentation (e.g., a medical note).
- A **20% cancellation fee** will apply to any approved refund.

2. Registration Transfers

- If you are unable to attend, you may transfer your registration to another individual at no additional cost.
- All transfer requests must be submitted in writing to **conference@albertanps.com** at least **7 days before the conference**.

3. Virtual Attendance Refunds

- **All virtual registrations are non-refundable** once access to the event platform has been granted.
- Approved event recordings will be available for **one year** after the conference. **Registration for virtual attendance is required** to access these recordings.



4. Event Cancellation or Postponement

- If the NPAA Conference is **canceled or rescheduled** due to unforeseen circumstances (e.g., extreme weather, natural disasters, public health emergencies), registrants will be given the option of:
 - A **full refund**, or
 - A **credit toward a future NPAA event**.

5. How to Request a Refund

- All refund requests must be submitted in writing to **conference@albertanps.com** with the subject line: **"Refund Request – NPAA Conference"**.
- Please include your full name, registration details, and reason for cancellation.
- Refunds will be processed within **14 business days** of approval.

For any questions regarding this policy, please contact **conference@albertanps.com**

We appreciate your understanding and look forward to welcoming you to the NPAA Conference