

### **Cancellation/Refund Policy**

All requests for refunds must be made in writing to NECTFL, no later than Friday, January 17, 2020. No refunds will be made after this date. All refund requests will be subject to a \$75 processing fee and will be made in the same manner payment was made. All check refunds will be processed after the conference; please allow 8 weeks for processing. All substitution requests must be in writing from the original registrant. Such requests are subject to a \$75 processing fee.

### **Inclement Weather**

We're sorry, but we are not able to refund registration fees due to weather conditions. Short of a major weather catastrophe, the conference will go on as scheduled. Unfortunately, the hotel and conference facility will charge us the same, regardless of the weather. Here are a few suggestions that may or may not be applicable, depending on your point of origin, noting that safety is always the primary concern:

- Consider using public transportation from a convenient point outside of NYC - the Hilton is easily accessible by subway.
- Consider traveling the night before if the forecast is questionable.
- Thursday: If you have to arrive late due to the weather, you may switch to an afternoon pre-conference workshop (on a space available basis).