



## **Event Cancellation Policy**

NAMI is implementing a cancellation policy that provides flexibility for unforeseen circumstances while enabling NAMI to effectively plan. Please read this policy carefully before registering for our event.

### **In Person Event Refunds**

#### **Cancellation Fee Levels**

1. ***Super Early Cancellation*** (*More than 60 Days Prior to Event*): If you need to cancel your registration more than 60 days before the event, you will receive a full refund.
2. ***Early Cancellation*** (*Between 60 and 30 Days Prior to Event*): Cancellations made between 60 and 30 days before the event will incur a cancellation fee of 20% of your registration fee, which will be deducted from the refund amount.
3. ***Mid-Term Cancellation*** (*Between 30 and 15 Days Prior to Event*): Cancellations made between 30 and 15 days before the event will incur a cancellation fee of 50% of the registration fee, which will be deducted from the refund amount.
4. ***Late Cancellation*** (*Less than 15 Days Prior to Event*): Cancellations made less than 15 days before the event will not be eligible for a refund.

#### **Exception: Medical Emergencies**

NAMI understands that unexpected medical emergencies can arise, and your health and well-being are of utmost importance. In the case of a medical emergency that prevents you from attending the event, we will provide a full refund.

### **Online Event Refunds**

Refunds for online events will only be issued in the case of duplicate registrations. If you have accidentally registered for the same online event multiple times, please notify us, and we will process a refund for the duplicate registration(s) while retaining your original registration.

### **Cancellation Procedure**

To cancel your registration, please notify us by sending an email to [meetings@nami.org](mailto:meetings@nami.org) with the subject line "Event Cancellation – Your Name". In that email, please include your Full Name, Registration Confirmation number and a brief reason for cancellation. Having this information will enable NAMI to respond to your request more efficiently and effectively.

### **Refund Processing**

Once the refund request has been reviewed and the refund amount has been determined the request will be sent to NAMI's Finance Department who will process the approved refunds within 14 business days of receiving the cancellation request. Refunds will be issued using the same form of payment that was used for the original registration.

### **Event Cancellation**

NAMI reserves the right to substitute alternative presenters due to unanticipated situations. However, in the unlikely event that we must cancel the event for any reason, you will receive a full refund of your registration fee. NAMI will not be liable for any additional costs or expenses incurred by attendees.

### **Contact Information**

If you have any questions or require further clarification regarding our cancellation policy, please contact us at [meetings@nami.org](mailto:meetings@nami.org).

We appreciate your abiding by our cancellation policy, as it enables us to better plan and execute our events while providing flexibility for unforeseen circumstances.