



CANCELLATION POLICY

Before registering, you should be confident you are going to attend the conference, and if presenting, that you will make the presentation as agreed/scheduled. By registering, you are agreeing to the policy. Registrants in uncertain funding situations should cancel 50 days prior to the conference or be prepared to forfeit the registration fee. A cancellation received after the 50th day prior to the event is considered late and subject to CSI's cancellation policy. Late cancellations due to an attendee and/or presenter's lack of funding to attend, starting a new job, or other scheduling conflicts are deemed avoidable. Late cancellations and failures to give scheduled presentations without adequate notice are disruptive and leave gaps in the program that are a source of frustration for all attendees and of great cost to the organization.

BEFORE 50 DAYS PRIOR TO THE EVENT:

Written notification of registration cancellation must be emailed to editor@csiresearch.com. To be eligible for a refund, the request must be received on or before the 50th day prior to the conference. If the written request is received before this date, a refund (less the non-refundable \$50 deposit) will be given. If the registration was paid by credit card, we will also hold back 10% for processing fees.

AFTER 50 DAYS PRIOR TO THE EVENT:

Within 50 days of the event, no registration fee will be refunded. Although no refund will be given and CSI is under no obligation to make a further offering, we may offer the following on a case-by-case basis.

1. **Colleague Substitution:** The first option would be to have a colleague of yours attend the conference in your place. As scheduling permits, a complimentary substitution will be extended so that a designated colleague can attend and/or present in the event that the original registrant cannot.
2. **Conference Credit:** A complimentary transfer may be extended from one of our conferences to another of our conference. This credit must be requested no later than 5 weeks prior to the presentation date. This credit will only be valid for one year.

PRESENTER NO SHOWS:

No shows are extremely unprofessional and unethical. In the event of a no show, CSI reserves the right to notify the funding institution. With that said, we realize that in the cases of no shows, an immediate situation may prohibit or hinder the presenter from communicating with CSI until after the scheduled presentation. In such verified instances, CSI will be lenient.

EXTENUATING CIRCUMSTANCES:

CSI realizes that sometimes unforeseen events outside of a presenter's control prevent them from presenting as scheduled. Such circumstances may include (with appropriate documentation) a medical issue or a family emergency. Since internet is readily available at many institutions and local facilities, lack of internet connection is not an extenuating circumstance and is deemed avoidable.

CSI reserves the right to handle these situations on a case-by-case basis. If a presenter/registrant disagrees with a policy-based decision, they may appeal the decision to the organization's executive director and lastly, the advisory board. All board decisions are final.