



## 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. Registrants in uncertain funding situations should cancel by May 31 or be prepared to forfeit the registration fee. A cancellation received after May 31<sup>st</sup> 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 MAY 31<sup>st</sup>:**

Written notification of registration cancellation must be emailed to Megan Weber ([csiteam@csiresearch.com](mailto:csiteam@csiresearch.com)). To be eligible for a refund, the request must be received by May 31 of the year the conference is to be held. 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 JUNE 1<sup>st</sup>:**

After June 1<sup>st</sup>, no registration fee will be refunded. Although no refund will be given, we do offer three additional options:

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 will only be valid for one year.
3. **Virtual Presentation:** Upon request and at our discretion, presenters who cannot attend in person may opt to present virtually. The option to present virtually is not a given. Our policy on virtual presentations only allows for a certain percentage of all presentations to be made virtually. As a result, virtual presentations are used sparingly, are very limited, and offered on a first-come, first-serve basis.

### **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, a family emergency, or unforeseen travel problems. Please note that if a visa is required for attendance at our conference, this is not considered an extenuating circumstance. Non-U.S. conference attendees are strongly urged to obtain a travel visa prior to registering for the conference.

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.