

## Refunds and Cancellation Policy

### Refund requests received:

- more than 30 days prior to the first day of the conference will be paid at full price.
- between eight (8) to 29 days prior to the conference will be paid at 50 percent of the registration fee.
- seven days before the conference; refunds will not be issued (please see note below\*).

We will however allow participant substitutions from your local union/workplace.

### To substitute another person in your place:

Submit information by email to Mary Krutz at [mkrutz@uswtmc.org](mailto:mkrutz@uswtmc.org)

- include the name of the registered participant as well as the name of the participant who will be attending in their place; and
- include complete registration information for the new registrant: full name, email address, mailing address, contact phone number, local union number and employer name.

### To cancel your registration/obtain a refund:

Submit your refund cancellation request by email to Mary Krutz at [mkrutz@uswtmc.org](mailto:mkrutz@uswtmc.org)

- include the name (who the check should be made payable to) and
- address (where the check should be mailed).

All checks are issued and sent following the completion of the conference. Please allow 30 days after the completion of the conference for processing.

*\*NOTE: We apologize for the policy on cancellations received seven days before the conference resulting in not receiving a refund. Seven days before the conference, we have already committed to the number of people attending and we have to pay for materials related to the conference from registration, to training materials, morning and afternoon setups, and the reception. Thank you for understanding.*