



## **Cancellation and Refund Policy**

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As a participant in a CAPCSD virtual program, you agree to adhere to the **Virtual Programs Code of Conduct**. Please review the policy available [here](#). When you register for a CAPCSD event, you acknowledge receipt and acceptance of the policy. Any violation of the Virtual Code of Conduct Policy will result in revoking your virtual access with no refund. We appreciate that all participants will respect the presenters and all attendees.

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**In-Person Conference** – All cancellations and refund requests must be made in writing by email to [Admin@capcsd.org](mailto:Admin@capcsd.org), no later than ten (10) business days before the conference. The registration payment, minus a 30% cancellation fee will be refunded. We regret that refunds cannot be given within two weeks of the conference and for no-shows.

**Virtual Conference** – All cancellations and refund requests must be made in writing by email to [Admin@capcsd.org](mailto:Admin@capcsd.org), no later than five (5) business days before the virtual conference. The registration payment, minus a 20% cancellation fee will be refunded. We regret that refunds cannot be given within one week of the virtual conference and for no-shows.

**On-Demand Courses** – There are no refunds for On-Demand courses.

**Live Webinars** – All registration cancellations and refund requests must be made in writing by email to [Team@capcsd.org](mailto:Team@capcsd.org), no later than three (3) business days before the scheduled webinar. The registration payment, minus a \$10.00 cancellation fee will be refunded. We regret that refunds cannot be given without a three (3) business day notice and for no-shows.

Please contact [Admin@capcsd.org](mailto:Admin@capcsd.org) if you have questions and/or concerns regarding the Virtual Code of Conduct or Cancellation/Refund policies.

**Payment** – Payment in full is required in order to process online registrations.

**Consent Clause** - Registration and attendance at, or participation in, CAPCSD meetings or events constitutes an agreement by the registrant to the use and distribution (both now and in the future) of the registrant or attendee's image or voice in recordings, both live and on-demand, photographs, videotapes, electronic reproductions, and audiotapes of such meetings or events by CAPCSD and other third parties. Your virtual registration may include technology that monitors your activities throughout the meeting, such as session attendance and virtual booths visited.

**Our Goal** - CAPCSD's goal is to provide noteworthy programming and we will not be satisfied unless you are. Please let us know if any of our programs did not meet your expectations – [Admin@capcsd.org](mailto:Admin@capcsd.org).