

SETA REFUND – CANCELLATION POLICY

The Executive Board has adopted the following policy for conference cancellations:

Cancellations received by 30 days from the start date of the conference will be subject to a \$50.00 cancellation fee. Cancellations received 29 days prior to a conference start date will be subject to the full registration fee. Substitutions will be accepted at any time.

In addition to the stated cancellation policy, the Board reserves the right to retain the full conference registration fees. However, the Board further establishes a policy to define cases in which conference registration fees may be transferred to the next scheduled SETA conference. The SETA Board has adopted the following policy for requests for conference registration fee transfers:

The SETA Board reserves the right to transfer registration fees based on the following conditions:

1. The member has requested a transfer in writing to the President of the Association within two weeks following the conference dates. The letter should state the reasons the individual was unable to attend the conference. The President may transfer the conference fees to the next scheduled SETA conference based on the following provisions:
 - a. The member was unable to attend due to a death in the immediate family;
 - b. The member was unable to attend due to unforeseen natural disasters; or
 - c. The member was unable to attend due to the member's illness or illness of immediate family which required the member's attention.
 - d. The President may use executive discretion for approving requests with other extenuating circumstances.
2. The President, upon receipt of the letter shall make a determination following the approved Board policy.
3. The President shall forward copies of the correspondence in which a determination was made to transfer the registration fees to the next scheduled conference host (Site), SETA Staff, and the respective State Rep in order to properly document the conference registration fee transfer approval.