



# Cancellation Policies

**Attendee Cancellation Policy:** Cancellations requests for NC SWANA conferences must be provided to NC SWANA in writing or email. Phone conversations will not be accepted. No-Shows will be invoiced for the full event amount. Refunds will be issued as follows: Prior to **September 28, 2026** - **100%** of the event price less a \$50 administrative fee. Any cancellation 30 days or less prior to the event will not be eligible for a refund, but the registration may be transferred to a substitute. Substitutions will be made up to the date of the event if requested in writing.

**Exhibitors Cancellation Policy:** Cancellations for NC SWANA Conferences must be provided to NC SWANA in writing or email. Phone conversations will not be accepted. No-Shows will be invoiced for the full event amount. Refunds will be issued as follows: Prior to **August 25, 2026** - **75% of the event price less a \$50 administrative fee; after August 25, 2026, but prior to September 24, 2026- 50% for the event price less a \$50** administrative fee. Any cancellation 30 days or less prior to the event will not be eligible for a refund, but the registration may be transferred to a substitute. Substitutions will be made up to the date of the event if requested in writing or email. Because we are unable to sell reserved booth space prior to a cancellation and have promoted exhibitors on our website and other materials, full refunds will not be given for exhibitors.