

## ***NTC PROGRAM REGISTRATION SUBSTITUTION AND CANCELLATION POLICY***

***We strongly encourage you to read the entire General Information Brochure for complete details.***

*For cancellation of your hotel reservation, contact the hotel directly and be sure to retain your cancellation number. Please note that the hotel will only accept name changes on guest room reservations up to seven days prior to arrival. (In other words, no last-minute name substitutions!)*

NTC program substitutions (one person for all days) are acceptable at any time and should be submitted to the ASAP office in writing if time allows. If time does not allow substitutions at the door will be accepted (one person for all days). Differences in member and nonmember registration fees will be charged.

All cancellations must be made in writing to the ASAP office at [training@accesspro.org](mailto:training@accesspro.org). Sorry, no exceptions. In the event of a cancellation, refunds will be issued **after** the training event. If the registration fee was to be invoiced, the amount will reflect the correct applicable cancellation fee.

Cancellations received:

Cancellations received through February 28 receive a refund, minus a 25% administrative fee.

Cancellations received March 1 – 31 receive a refund, minus a 50% administrative fee.

Cancellations received April 1 - 22 receive a refund, minus a 75% administrative fee.

Cancellations received after April 22 = No Refunds