



ASAP PROGRAM REGISTRATION SUBSTITUTION AND CANCELLATION POLICY

Special Note – If you have a hotel sleeping room, be sure to cancel your room directly with the hotel and retain your cancellation number.

Substitutions (one person for both 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 both days). Differences in member and non-member registration fees will be charged.

All cancellations must be made in writing to the ASAP office at training@accesspro.org. Sorry, no exceptions. Cancellations received:

1. **through June 15** receive a refund, minus a 25 percent administrative fee.
2. **from June 16-July 9** receive a refund, minus a 50 percent administrative fee.
3. **after July 9** are non-refundable.
4. If the registration fee is to be invoiced, the amount will reflect the correct applicable cancellation fee.
5. In the event of a cancellation, refunds will be issued AFTER the event.