

REFUND POLICY OF CAROLINAS AIR POLLUTION CONTROL ASSOCIATION (CAPCA)

The Refund Policy identifies the circumstances under which CAPCA will make refunds to exhibitors and attendees who cancel registrations for exhibit space and/or attendance at a CAPCA conference.

Exhibitors

Cancellation of Booth Space:

Cancellations must be in writing by e-mail at info@capca-carolinas.org or in the e-mail address in the Exhibitor Information Packet. If a cancellation request is made within 48 hours of payment, CAPCA will refund the payment minus a \$50 cancellation fee. Except for cancellations within 48 hours of payment, payments for booth space are not refundable. Exhibitors who wish to cancel reserved booth space more than 48 hours after payment may notify CAPCA, which will make the booth space available to other potential exhibitors. If the exhibitor's reserved space is re-sold, CAPCA will retain half the booth fee plus \$50.00 and return the balance to the exhibitor.

If an exhibitor has no representation on the show floor by the stated opening time of exhibits, CAPCA reserves the right to re-sell the space or to move another exhibitor into the space. No refunds will be made to a no-show exhibitor.

Conference Registration

Exhibitors' conference registration will be refunded in accordance with the refund policy for attendees.

Attendees

Conference Registration

Cancellations must be submitted to info@capca-carolinas.org. Cancellations for any meeting will be accepted until 5 p.m. Eastern Time one week before the first day of the meeting.

Attendees submitting a timely cancellation will be refunded the registration amount paid, minus a \$50.00 cancellation fee.

No refunds will be made for registrations cancelled within one week of the first day of the meeting.

No refunds (e.g., refunds for special workshops offered for an additional fee) will be issued.

Attendees may elect to send another person in their place in lieu of requesting a refund. If a member-attendee sends a non-member in his/her place, the non-member must pay annual dues.

Spouse/Guest Tickets

Attendees who cancel their conference registration may cancel spouse/guest tickets at the same time without payment of an additional cancellation fee.

Attendees who do not cancel their conference registration may cancel their spouse/guest tickets up to 5 p.m. Eastern Time one week before the first day of the meeting. Attendees submitting a timely cancellation of spouse/guest tickets will be refunded the amount paid, minus a \$25.00 cancellation fee.

Annual Dues

Annual dues are not refundable or transferable.

Policy Adoption Date: _____

Revision History

Revision Number	Revision Date	Description of Change