

Policy Concerning Refunds of Registration for ISRI-sponsored Meetings

- 4.33 ISRI Policy on Refunds for Program Registrations ISRI conducts a wide variety of programs (including the annual Convention, the Commodities Roundtables, the Operations Forum, etc.) throughout the year that require a registration fee. ISRI wants to encourage program attendees to register early for these programs but recognizes that circumstances will arise that may require program attendees to change their plans. However, ISRI incurs certain expenses in processing registrations and cancellations and makes certain financial commitments to others in conjunction with these programs. To be fair to all concerned the following shall be the refund policy for all programs sponsored by ISRI National requiring a registration fee.
- 4.33.1 ISRI will provide a full refund for registration cancellations made prior to the registration cancellation “cut-off date” stated on the registration form (or internet registration page) for the meeting in question – less an administrative fee
- 4.33.1.1 For meetings where the registration fee is less than \$500, the administrative fee is \$50.
- 4.33.1.2 For meetings where the registration fee is \$500 or more, the administrative fee is \$100.
- 4.33.2 ISRI will provide a refund equal to 50% of the registration fee for registration cancellations made after the registration cancellation “cut-off date” stated on the registration form (or internet registration page) for the meeting in question.
- 4.33.3 The “cut-off date” shall be established based upon requirements in the contracts with host properties and other event contractors for attendance guarantees but shall not be less than 12 days nor more than 30 days prior to the first day of the meeting.
- 4.33.4 The ISRI President may reduce or waive administrative fees in cases of serious medical emergency.
- 4.33.5 All refund requests must be made in writing, by mail to ISRI Meetings, 1250 H Street, NW, Suite 400, Washington, DC 20005-5903, or by email to Meetings@isri.org, as soon as the need for said refund is recognized but in no case later than 10 days following the close of the event.

21.10.12