

## **Mississippi Association of Housing and Redevelopment Officials**

### **CANCELLATION AND REFUND POLICY**

Unless specifically stated on the registration materials, the deadline to receive a registration refund request shall be fourteen (14) calendar days before the opening session of the conference, workshop, or any function in which a registration fee is required. Registration cancellations submitted prior to that deadline will receive a refund less a \$100.00 cancellation fee for each individual registered (including guests). No refunds will be given for no-shows or functions you do not attend. Cancellation request must be in writing and must be received by mail, fax, or electronically by the Secretary-Treasurer by the stated deadline. Cancellation notices must contain the name of individuals, name of the housing authority, mailing address, telephone number and email address of the person to contact.

If a conference attendant leaves the event early for any reason there will be no full or partial refund issued. In order to provide the highest quality program, we must plan well in advance based on confirmed reservations. For that reason, after the 14-day deadline OR for new registrations received within the deadline, no refunds or credits will be issued for cancellations.

#### **Substitutions**

Substitutions are allowed provided a letter or email from the Executive Director with the name of the original attendee and the name of the person substituting is received by the Secretary-Treasurer and VP of Professional Development.

#### **Registration Materials**

Advanced registration materials shall clearly state the terms of this policy outlining important deadline dates for each conference. This will help to reduce disputes and provide reference if an issue arises.

#### **Deviations**

From time to time conference agendas and time may have to be altered slightly. We reserve the right to modify, alter or substitute parts of the conference when reasonably necessary or advisable. Should this occur we agree to provide the best alternative available.

If for some unforeseen act, MAHRO has the right to cancel an event if conditions warrant. In the event of such a cancellation, registration fees will be refunded. However, MAHRO is not responsible for any travel or lodging expenses incurred due to cancellation of the event or conference. If for any reason you must cancel your conference registration, please remember to cancel your lodging arrangements separately. MAHRO is not responsible for hotel no-show fees or any travel or lodging expenses you might incur.

#### **Sessions**

All MAHRO sessions are on a first-come, first-served basis, therefore completing your selections in advance helps assign each session a size-appropriate room to accommodate all interested participants.

Only individuals registered and badged may attend conference events. Attendees must have appropriate badge to attend educational sessions, meal functions and receptions. Exceptions are for those open events that requires only a pre-paid ticket.

#### **Photo/Video Release**

By registering for a MAHRO function, you acknowledge and accept that photographs or video taken of you by MAHRO or its service providers, may be used in promotional materials, including but not limited to use in annual reports, magazines, future conference programs or other promotional material, and on the Internet and its service providers. MAHRO reserves the right to publish the names of conference participants in production materials and on the Internet by MAHRO and its service providers.

#### **Disclaimer of Liability**

MAHRO, its board, and sponsors accept no liability for the acts of any suppliers to an event or for the safety of any attendee during and/or while in transit to or from this event. MAHRO reserves the right to admit and the right to exclude any person from an event, at the sole discretion of MAHRO. Furthermore, MAHRO is under no obligation to provide an explanation for its actions, but may do so at its own discretion.

**The Cancellation and Refund Policy has been revised to minimize potential conference and hotel room liability for which MAHRO commits well in advance.**

Adopted by the MAHRO Board March 26, 2020 – Resolution #121

Revised May 8, 2023 – Resolution #164

Revised March 17, 2025 – Resolution #192