



National Center for Healthcare Leadership

Event Cancellation Policy

NATIONAL CENTER FOR HEALTHCARE LEADERSHIP EVENT CANCELLATION POLICY

Any fee-based event will be held to the following cancellation terms and conditions. There are separate cancellation policies for certain in-person and virtual events.

In-Person Fee-Based Events including Gail L. Warden Leadership Excellence Award Celebration and NCHL's All-Member Conference

- Cancellations received **on or before four weeks prior** to the event will result in a full refund minus a \$125 processing fee.
 - To process this request: the attendee can manually process their own refund by logging in to the event registration portal and withdrawing themselves. If you require assistance, please contact info@nchl.org.
- Cancellations received **on or before two weeks prior** to the event will result in a 50% refund minus a \$125 processing fee.
 - To process this request: Requests must be in writing and received by emailing info@nchl.org.
- No refunds will be offered for cancellations received **after two weeks before** the event.

Substitutions are encouraged and allowed but must be from within the same organization. “No Shows” are non-refundable.

Virtual Fee-Based Events (ex. Webinars, Trainings)

- Cancellations received **on or before two weeks prior** to the event will result in a 100% refund minus a 10% processing fee.
 - *For virtual events that have multiple sessions, the cancellation must occur on or before 10 business day of the first day of the event to be eligible for a 100% refund minus a 10% processing fee.*
- Cancellations received **on or before one week prior** to the event will result in a 50% refund minus a 10% processing fee.
- No refunds will be offered for cancellations **received after one week prior** to the event.

To process virtual fee-based event refunds, all requests must be received in writing to info@nchl.org. Substitutions are encouraged and allowed but must be from within the same organization. “No Shows” are non-refundable.