



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 in-person and virtual events.

In-Person Fee-Based Events (ex. Conferences, Forums, Annual Meetings, etc.)

- Cancellations received on or before 20 business days of the event will result in a full refund minus a 10% processing fee.
- Cancellations received on or before 10 business days of the event will result in a 50% refund minus a 10% processing fee.
- No refunds will be offered for cancellations received after 10 business days before the event.

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

- Cancellations received on or before 10 business days of 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 5 business days of the event will result in a 50% refund minus a 10% processing fee.
- No refunds will be offered for cancellations received after 5 business days before the event.

To receive a refund, all cancellations must be in writing and must be received by emailing [info@nchl.org](mailto:info@nchl.org) according to the above schedule.

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