



Utility Payment Conference

Cancellation and Change Policy

Registration Cancellation

- Early Bird – November – January 31; No refund
- Early Registration - February 1 – April 30; 35% refund, less processing fee
- Standard Registration - May 1 – July 31; 25% refund, less processing fee
- Late Registration - August 1 – conference date; No refund

A \$75 processing fee will be applied to all cancellations in addition to the refund. All cancellation notifications must be sent via email to info@paymentconference.com advising us of the person no longer attending.

Change or Transfers

If you find you are not able to attend, your registration can be transferred to your co-worker at your same company. A change fee will apply.

Changes and/or Transfers will not be accepted one week prior to the conference. New and on-site registration fees will apply.

Change Fee

- An initial change fee is complimentary.
- Additional change fees incur an administrative change fee of \$75
- Change notifications must be sent to info@paymentconference.com advising us of the person that is transferring his/her registration along with the contact information of the new attendee.
- The new attendee will be required to submit a registration form which will require the attendee to provide:
 - Name
 - Title
 - Company Name
 - Address, City, State, Zip
 - Telephone
 - Email address

Invoices / Receipts

Invoices and/or receipts will be sent upon request. Administrative fees are required to be paid upon receipt of notification to the Conference. All administration fees will be subject to a 5% charge each month until paid in full.