



## HURON CONFERENCES AND EVENTS POLICY FOR CANCELLATION, TRANSFER AND SUBSTITUTION

Deadline for Cancellation / Refund*	Deadline for Transfer to Future Event**	Substitution of one attendee for another***
One month prior to event start date	Two weeks prior to event start date	Allowed until day of event without recourse

This policy is specific to events taking place under the “Huron Conferences and Events” designation. For such on-site and virtual livestream events:

\* Cancellation / Refund Process: If for any reason you are unable to attend the event for which you are registered, you may cancel for a full refund up until one month before the event start date as follows:

- Cancellation Limitations: Huron will have no obligation to issue a refund for any cancellation request received within one month of the event.
- How to Cancel: Please send your cancellation request via e-mail to [conferences@hcg.com](mailto:conferences@hcg.com) and include the word “cancellation” along with your registration number and name of the event in the subject line of your e-mail. Cancellation requests will not be accepted by phone, through the website, or through e-mail to any other recipient.
- Refund Processing Time: Please allow 4 to 6 weeks for refund processing after cancellation notice has been timely delivered to Huron.

\*\* Transfer Process: At any time up until two weeks prior to the start date of the original event for which you are registered, you may transfer your registration to another available Huron on-site or virtual livestream event that is being held within the same calendar year as your original event; *provided*, that if your original event takes place during the last quarter of the calendar year, you may transfer to another available event that is being held within the first half of the following calendar year, as follows:

- Transfer Limitations: Huron will have no obligation to accept any transfer request received within two weeks of the start date of the registered event. Further, Huron will have no obligation to accept more than one event transfer per registration.
- How to Transfer: Please send transfer requests via e-mail to: [conferences@hcg.com](mailto:conferences@hcg.com) and be sure to reference “transfer” along with your registration number and name of the event in the subject line of your e-mail. Transfer requests will not be accepted by phone, through the website, or through e-mail to any other recipient.

\*\*\* Attendee Substitution Process: Attendee Substitutions are allowed up until the start of the event without recourse. For purposes of this policy, “Substitution” refers to one person attending the event in place of the person named in original registration.

- Substitution Limitations: Huron will have no obligation to accept any substitution request received after the applicable event has started. Further, for individual registrations, the individual registrant will be responsible for requesting the substitution to a new individual and for ensuring that he or she has obtained any corporate approvals needed, if any, to request such substitution. For organizational registrations, Huron will have the right, but not the obligation, to verify with the organization’s representative that a requested substitution has been properly approved.

- How to Substitute an Attendee (up until 48 hours prior to an event): *If you need to substitute an attendee at any time up until 48 hours before your event begins, you may do so by modifying the applicable event registration.*
  - Use the “modify your registration” link from the confirmation e-mail for the person named in the original registration. Alternatively, from the [Huron Conferences and Events webpage](#), use the “modify registration” link located in both the header and footer of the “register now” page for your event.
  - From the registration modification page, enter the email address and registration reference number for the person named in the original registration and modify the attendee profile to reflect the information for the new person being substituted in the original registrant’s place.
  - For assistance with this process, please e-mail [conferences@hcq.com](mailto:conferences@hcq.com).
- How to Substitute an Attendee (within 48 hours of an event): *If you need to substitute an attendee within 48 hours of an event’s start time, please send substitution requests via e-mail to: [conferences@hcq.com](mailto:conferences@hcq.com) and be sure to reference “substitution” along with your registration number and name of the event in the subject line. Substitution requests will not be accepted by phone, through the website, or through e-mail to any other recipient.*

Other Applicable Terms:

Any registered attendees who are absent from an event without prior cancellation, transfer, or substitution in accordance with the above-outlined terms and conditions will be charged the full registration fee.

Huron reserves the right to cancel or postpone any or all Huron Conference or Event activities due to unforeseen circumstances. In the event the Huron Conference or Event must be canceled or postponed by Huron, the registrant will have the option to elect whether to transfer to another event or receive a refund of registration fees paid. All other cancellations are subject to the policy as stated.