

Payment and Policies

Please keep the following policies and procedures in mind when completing the registration process for 2012 Aging in America. Thank you.

Cancellations and Refunds

- Payments for continuing education credits, certificates of attendance and optional events are non-refundable.
- Transfers of registrations (substitutions) made by January 11, 2012 are permitted for a \$50 processing fee. Substitutions after January 11, including onsite, are permitted for a \$100 processing charge. A registration may only be transferred to one person, and the individual submitting the substitution request is responsible for all financial obligations (any balance due) associated with the substitution.
- Refunds will not be granted after January 11, 2012. No exceptions will be made.
- ASA regrets that refunds will not be given for no-shows.
- The conference registration fee will be non-refundable in the event of cancellation of the meeting due to circumstances beyond the control of ASA.
- *If you do not want to risk having to cancel your registration and forfeiting all or substantially all of your registration fees, you should plan to register on site.*

Written requests for refunds must be sent to the ASA Customer Service Department by fax to (415)974-0300 or by e-mail to info@asaging.org. Refunds will be issued no later than 45 days following the Aging in America Conference and will follow the schedule below.

For cancellation requests received:

Before December 15, 2011: You will receive a 75% refund of your conference registration fee. (Substitutions are allowed for a \$50 processing fee.)

December 16, 2011 – January 11, 2012: You will receive a 50% refund of your conference registration fee. (Substitutions are allowed for a \$50 processing fee.)

After January 11, 2012: No refunds will be issued for any reason. (Substitutions are allowed for a \$100 processing fee.)