



## CANCELLATION & REFUND POLICY

- 1. Substitutions:** Registrant substitutions are permitted at any time with advance notice to CalCSA by email or phone, or by updating the registration in the registrant's CalCSA account.
  - [How to update registration](#)
- 2. Refund Requests:** All refund requests must be submitted in writing to [administrative@calcsa.org](mailto:administrative@calcsa.org) and are subject to approval. CalCSA may, at its discretion, issue a credit for future use in lieu of a refund.
- 3. CalCSA Conferences & Events Refund Policy**
  - **Before 30 Day Cancellation Deadline:** If an attendee is longer able to attend a CalCSA event/conference, and a notification is sent to [administrative@calcsa.org](mailto:administrative@calcsa.org) 30+ days prior to the event start date, the cancellation is eligible for these refund options:
    - Full Refund
    - Attendee Substitution
    - Credits for future use
  - **Within 30 Days & Start of the Event:** If an attendee is no longer able to attend a CalCSA event/conference and their notification of said cancellation is communicated after the 30-day window closes, they have until the event start date to swap their registration with someone.
  - **After Event Date:** If an attendee could not attend a CalCSA event/conference and the cancellation is communicated after the Event Date, a refund will not be issued.
- 4. Travel Costs:** CalCSA is not responsible for airline, hotel, or other travel-related cancellation fees.
- 5. Processing Time:** Approved refunds may take up to 10 business days to process.