



## **CANCELLATION POLICY PPTA CONFERENCES AND PENNTRAIN EVENTS**

PPTA and PennTRAIN trainings and conferences provide valuable education, technical training, product updates, vendor interaction and industry networking opportunities for Pennsylvania's transit industry. Keeping costs as affordable as possible is an important component of the association's continued success in this arena.

**In the event a registrant cancels their registration, any monies paid for attendance at the event (excluding room and board) will be refunded provided the cancellation occurs fifteen days prior to the event. If cancellation occurs fourteen or less days prior to the event, no monies will be refunded, nor future credit granted for a conference . However, a substitute from the agency may register in place of the cancelling registrant up until ten days prior to the beginning of the event.**

Ultimate responsibility for coordinating lodging substitutions with the hotels or conference centers rests solely with the party requesting the substitution. PPTA and/or PennTRAIN cannot be responsible for any requirements by hotels or conference centers for lodging substitutions.

In the event a weather emergency or force majeure event results in cancellation of a conference or PennTRAIN meeting, PPTA and/or PennTRAIN may reimburse fees in proportion to any reimbursement received from the conference provider. Other fees that may be incurred for such cancellation shall be the responsibility of the registrant.

**In light of recent experiences related to the COVID-19 global pandemic, funds or credits for a cancelled or substituted registration may be applied to a future conference, training, or event. Such circumstances are not a guarantee and will be considered on an event-by-event basis by PPTA staff.** In cases where a future credit is allowed, funds may only be applied within the original programming segment they were obligated. For example, a future credit awarded for a PennTRAIN cancellation may only be used toward a future PennTRAIN event.

September 10, 2021