

**Cancellation & Refund Policy -**

For a refund, with less than a 20% administrative charge, a written cancellation must be completed 2 weeks (14 days) prior to the AHMA-PSW 14<sup>th</sup> Annual NV Conference & Expo, September 25th. No refunds will be issued after the stated period, and you will be charged full registration. If a registered attendee does not cancel and fails to attend the conference, then the absence will be treated as a last-minute cancellation and no refund or credit will be issued.

**Registration Substitution Policy -**

Substitutions may be made up to 5 business days (120 hours) prior to the AHMA-PSW 14<sup>th</sup> Annual NV Conference & Expo, September 25th. A written request for substitution must be submitted to [training@ahma-psw.org](mailto:training@ahma-psw.org) or [ed@ahma-psw.org](mailto:ed@ahma-psw.org). If a newly confirmed substitute does not cancel and fails to attend the conference, then the absence will be treated as a last minute cancellation and no refund or credit will be issued.