

NGA Event Registration Cancellation Policy

NGA Glass Conference July 28– 30, 2020

We understand that individual situations occur that may require you to cancel your registration. This details our cancellation and refund policy and provides instructions on how to cancel a registration.

How to Cancel

Cancellations will only be considered when received in writing. Please email wrochelle@glass.org and include your registration confirmation number (helpful, but not required), name, company, and phone number.

Upon receipt of your cancellation notice, our events team will process your request and send you an email confirming your cancellation.

Transfer (registering an alternate attendee)

Registration can be transferred to another person for no additional fee if requested by email to NGA from the original registrant by July 22, 2020.

Refund Policy

You may receive a refund for your registration according to the following schedule. All cancellations will be charged a \$25 processing fee. All refunds will be processed within 30 days.

1. Written cancellations received by NGA on or before July 24, 2020, registrants shall receive a full refund.
2. No refunds will be made after July 24, 2020.

No-show

Registrants who do not show up/log in to the conference and do not contact NGA (via email as listed above) automatically forfeit all registration fees paid unless your inability to contact us was due to a verifiable emergency medical issue that occurred within one week prior to the start of the event. In this instance, the deadline to receive your request for a partial refund is July 20, 2020. Regretfully, no exceptions can be made after this date.

Other

In the event NGA must cancel the event due to unforeseen circumstances, NGA will make a full refund of the registration fee. However, NGA does not assume responsibility for any additional costs, charges, or expenses you have incurred in anticipation of attending the conference. Examples of such circumstances can include, but are not limited to, inclement weather or other natural disasters, site unavailability, technology challenges, and presenter absence.

All requests for cancellations, refunds, and transfers should be emailed to: wrochelle@glass.org