



PSTCA REFUND POLICY

Refunds will be granted under the following criteria:

A written refund request received fourteen (14) days or more prior to the opening of the convention will be granted as follows:

- Full Refund less \$10.00 processing fee
- All refunds will be issued one month after the conclusion of the convention.

A written refund request received between seven (7) and thirteen (13) days prior to the opening of the convention will be granted as follows:

- 70% less \$10.00 processing fee issued one month after the conclusion of the convention.

A written refund request received within six (6) days or less prior to the opening of the convention will be granted as follows:

- 30% less \$10.00 processing fee issued one month after the conclusion of the convention.

Any written refund request received after the conclusion of the convention or any other event hosted by the PSTCA, must include a medical or family emergency statement of fact with supporting documentation.

- The PSTCA Board of Directors will review the written request and may grant a refund up to the total Registration fee paid less the \$10.00 processing fee.

PROCEDURE FOR REFUND REQUEST

Email Laura Hoffman at ConventionChair@pstca.org
Subject line of email must say REFUND REQUEST

In the body of the email, include your name, date of your request, best contact phone number and the reason for your request.

Hotel cancellations must be handled by the Attendee and the hotel's policies will apply. The PSTCA Board of Directors, District Representatives and Convention Chair are not responsible for any hotel arrangements and/or cancellations and fees related thereto incurred.