

TNSUG Conference Refund Policy

We understand that life happens, however, as a nonprofit we cannot incur additional costs due to registrant scheduling conflicts. We are charged fees by our third-party event site & credit card processor for every transaction and need to recoup those costs. We also use registration attendee counts to schedule non-refundable food & beverage service with the hotel weeks prior to the start of the yearly conference.

TNSUG does allow and encourage Districts to send replacement attendee(s) to the same year conference in lieu of requesting refund(s). Please send those changes in writing via email to TNSUG prior to the conference to allow for name badge changes.

For paid Conferences we reserve the right to follow the below refund policies:

- All conference participant refund requests must be made in writing via email to TNSUG.
- If you cancel your registration more than 30 days prior to the start of the event, TNSUG will retain 10% of the total registration fee.
- 25% of the registration fee will be retained for all cancellations 30 to 15 days prior to the event.
- If a refund is requested within 14 days of the event, no refund will be given.
- Registration fees are not transferable to future years.
- There are no refunds if you do not attend the event.
- TNSUG reserves the right to change the conference schedule and program offerings prior to and/or during the conference.
- If TNSUG has to cancel an event entirely, we will refund you in total. No service fees will be assessed.