

AMCTO 2024 CONFERENCE CANCELLATION & REFUND POLICY

IN-PERSON CONFERENCE

All registration cancellations must be communicated and confirmed in writing to conference@amcto.com. A refund levy of \$210.00 (plus HST) will be applied to every cancellation received up to and including Friday, May 3, 2024 12:00pm. **No refunds will be made for cancellations received after May 3rd, 2024, 12:01pm. Substitutions will be permitted.**

IN-PERSON CONFERENCE ADDITIONAL ITEMS

Any Gala tickets, package additions, or excursion event ticket cancellations must be communicated and confirmed in writing to conference@amcto.com. No refund levy will be applied to any cancellation received up to and including Friday, May 3, 2024 12:00pm. **No refunds will be made for cancellations received after May 3rd, 2024, 12:01pm. Substitutions will be permitted.**

VIRTUAL CONFERENCE

All cancellations must be communicated and confirmed in writing to conference@amcto.com. A refund levy of \$100.00 (plus HST) will be applied to every cancellation received up to and including May 3, 2024, 12:00pm. **No refunds will be made for cancellations received after May 3, 2024, 12:01pm. Substitutions will be permitted.**

Force Majeure

Should an event beyond the reasonable control of AMCTO that shall cause AMCTO to be delayed, restricted or unable to fulfill its duty to deliver the conference, or that shall prevent conference participants from having substantial benefit of the function as contracted by the parties wherein such cases the conference would need to be cancelled, the Association shall return each participant's registration fees paid, less a pro-rated share of costs committed by the Association to that time and date. This includes but is not limited to: acts of God; acts of war; any pandemic, epidemic, quarantine, public health emergency or breakout infections/disease at or respecting the AMCTO conference, its participants, staffing or venues within Ontario, as substantiated by federal, provincial, or municipal governments' warnings or advisory notices; disaster, fire, earthquakes, hurricanes; or any other cause reasonably beyond AMCTO's control. Due to circumstances beyond AMCTO's control, the conference program may be subject to change without notice.

