

### **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 first day of the AHMA-PSW 45<sup>th</sup> Annual CA Conference & Expo, May 16<sup>th</sup>. 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 or is denied entry to the ballroom area by the hotel staff due to either not providing proof of vaccination or a negative Covid test taken 72 hours prior to the individual's registered event date, then both scenarios will be treated as a 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 first day of the AHMA-PSW 45<sup>th</sup> Annual CA Conference & Expo, May 16<sup>th</sup>. 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). Per the LAX Marriott hotel's safety guidelines, to enter the ballroom area, any and all substitutes must be prepared to present proof of vaccination or a negative Covid test taken within a 72-hour timeframe prior to the individual's registered event date. If a newly confirmed substitute does not cancel and fails to attend the conference or is denied entry to the ballroom area by the hotel staff due to not providing proof of vaccination or a negative Covid test taken 72 hours prior to his/her registered event date, then both scenarios will be treated as a cancellation and no refund or credit will be issued.