



IHCA INCAL

INDIANA HEALTH CARE ASSOCIATION
INDIANA CENTER FOR ASSISTED LIVING

IHCA/INCAL Refund and Cancellation Policy Updated 3.28.17

Effective May 1, 2017

All cancellations and withdrawals must be submitted in writing and faxed to 877-298-3749 or emailed to kniehoff@ihca.org or eberger@ihca.org.

Education Courses and Webinars

Unless otherwise noted, refunds will be given, minus an administrative fee of 25% of the registration fee, when written notice is received at least 48 hours prior to course/event. Cancellations made within 48 hours of the course/event will not receive a refund. No shows or cancellations made after the event will not receive a refund. Substitutions are permitted.

IHCA/INCAL Regional Spring Conference and Convention & Expo Individual Attendee Registrations

Cancellations received prior to 20 days from the event date will be refunded at 50% of the registration fee. Cancellations received within less than 20 days of the event will be charged the full registration fee.

IHCA/INCAL Regional Spring Conference and Convention & Expo Trade Show Vendors

Booth space cancelled prior to June 14, 2017 will be refunded, less a \$100 processing fee. Booth space cancelled after June 14, 2017, but before July 18, 2017 will receive a 50 % refund. No refunds will be issued for cancellations or withdrawals made after July 19, 2017. All cancellations and withdrawals must be submitted in writing and faxed to 877-298-3749 or emailed to kniehoff@ihca.org or eberger@ihca.org.

Refunds for credit card transactions will be credited back to the card used if the transaction occurred within 90 days of the cancellation request. Cancellation requests made 90 days or more from the date of the registration/credit card payment will receive their refund by check. Refunds for payments originally made by cash or check will receive their refund by check.
