



# Cancellation & Substitution Policy

This policy applies to all in-person, hybrid, and online education and event programs hosted by the Ohio Township Association (OTA), including but not limited to webinars, seminars, workshops, and conferences. If you need to cancel or substitute, please do so as soon as possible.

## WINTER CONFERENCE

<b>Cancellation Policy</b>	Cancellations made <b>prior</b> to registration cutoff date will receive a full refund. <b>No refund</b> will be given <b>after</b> that date.															
<b>Substitution Policy</b>	<p>The OTA may accept substitution requests up to 15 days prior to the OTA Winter Conference. If you need to make a substitution, please do so as soon as possible. When making a substitution request, please provide the following information:</p> <ol style="list-style-type: none"> <li>1. Name of Current Registration</li> <li>2. Substitute Full Name</li> <li>3. Substitute Title</li> <li>4. Substitute Township</li> <li>5. Substitute County</li> <li>6. Substitute Email Address</li> </ol> <p><i>Please note there might be additional costs to sending a substitute. Please see chart below.</i></p> <table border="1"> <thead> <tr> <th>Current Registration</th> <th>Substitute</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>Member</td> <td>Member</td> <td>No additional cost</td> </tr> <tr> <td>Member</td> <td>Non-Member</td> <td>Invoiced for the difference in cost</td> </tr> <tr> <td>Non-Member</td> <td>Member</td> <td>Refund for the difference in cost</td> </tr> <tr> <td>Non-Member</td> <td>Non-Member</td> <td>No additional cost</td> </tr> </tbody> </table>	Current Registration	Substitute	Cost	Member	Member	No additional cost	Member	Non-Member	Invoiced for the difference in cost	Non-Member	Member	Refund for the difference in cost	Non-Member	Non-Member	No additional cost
Current Registration	Substitute	Cost														
Member	Member	No additional cost														
Member	Non-Member	Invoiced for the difference in cost														
Non-Member	Member	Refund for the difference in cost														
Non-Member	Non-Member	No additional cost														
<b>Trade Show Vendor Cancellation</b>	No refunds will be given if an exhibitor chooses to cancel <b>after December 31st</b> .															
<b>No Show Policy</b>	No refunds or credits will be given for registrants or vendors who do not attend the conference without prior notification as per the terms above.															
<b>Health and Safety Protocols</b>	Should the conference be affected by local, state, or federal health advisories or restrictions, the OTA may transition to a virtual format. Registrants will be notified of this change and may be given the opportunity to attend virtually.															

## IN-PERSON EVENTS

<b>Zoning, OTAN, Law Directors</b>	Cancellations made <b>10 days or more</b> prior to an event will receive a full refund. The OTA may, at its discretion, accept substitution requests. See <i>Winter Conference Substitution Policy for information that would be required</i> . No refunds will be given, or substitutions made, less than <b>10 days</b> prior to an event.
<b>NATaT/Leadership Academy</b>	No refunds will be given for cancellations made less than <b>14 days</b> prior to an event. No substitutions will be accepted.
<b>No Show Policy</b>	No refunds or credits will be given for registrants who do not attend an event without prior notification as per the terms above.
<b>Health and Safety Protocols</b>	Should the event be affected by local, state, or federal health advisories or restrictions, the OTA may transition to a virtual format. Registrants will be notified of this change and may be given the opportunity to attend virtually.

## ONLINE EVENTS

<b>Webinars, Virtual Conferences</b>	All webinars are non-refundable due to them being recorded and available on the Resource Center for the duration of two years post-release. No substitutions will be accepted. In case of unforeseen circumstances or technical difficulties, the OTA reserves the right to reschedule or cancel a webinar. In such cases, registered participants will be offered the option to attend the rescheduled webinar or receive a full refund.
--------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

## CANCELLATION BY OTA

The OTA reserves the right to cancel or reschedule any event. Registered participants will be offered a full refund or the opportunity to transfer their registration to a future event. The OTA is not responsible for travel or accommodation costs incurred by participants due to a cancellation.