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2017 Users Conference Policies

Registration Cancellation Policy

All cancellation requests must be made in writing. A \$50 processing fee will apply to all cancellations.

Cancellations on or before May 1, 2017 will receive a full refund less the processing fee.

Cancellations between May 2 and May 22, 2017 will receive a 50% refund less the processing fee.

No refunds will be made on registration cancellations postmarked May 23, 2017 or later.

Substitutions are welcome; please submit your request in writing. If a substitution is needed because the original registrant cannot attend, the new (substitute) attendee should inform the registration team as soon as possible, or when they check-in at the conference, whichever comes first.

Cancellation requests or substitution requests can be sent via email to tcollom@hchb.com or via fax at 214.932.1508, Attention: Tricia Collom/Users Conference. Refunds will be processed within 60 days after the conference.

Conference Cancellation & Session Substitutions

HCHB reserves the right to substitute faculty or to cancel or reschedule sessions due to low enrollment or other unforeseen circumstances. If the conference must be cancelled, registrants will receive full credits or refunds of the paid registration fees.

No refunds can be made for lodging, airfare, or any other expenses related to attending the conference.

Onsite Registration Policy

Please note that onsite registrations are subject to space availability. Payments can be received onsite with the registration in the form of a check or an invoice can be requested and sent to your accounting department. Due to security changes to our credit card processing system we will no longer be able to accept credit card payment on site.