Registration Refund Program: Attendee FAQs

Protect your investment *and* your peace of mind.

If you've traveled recently, you've noticed the option to protect your trip with travel insurance. Now, there's a similar option available for our attendees: The Registration Refund Program.

What is the Registration Refund Program?

The program is optional and works like travel insurance. Opting-in for coverage will provide you with a **100% refund of your registration fees** if you are unable to attend the event for a covered reason, no matter when you need to cancel — even on the first day of the event. Coverage includes any optional items you select at checkout, such as tours, events, and more.

How does the program work?

During the online registration process, you can click a button to opt-in to the program for a small fee. Coverage starts from the moment you register, and lasts until your event begins. If you need to cancel, you can easily submit a refund request through our user-friendly online portal.
Once complete, refunds are typically issued within 48 hours.

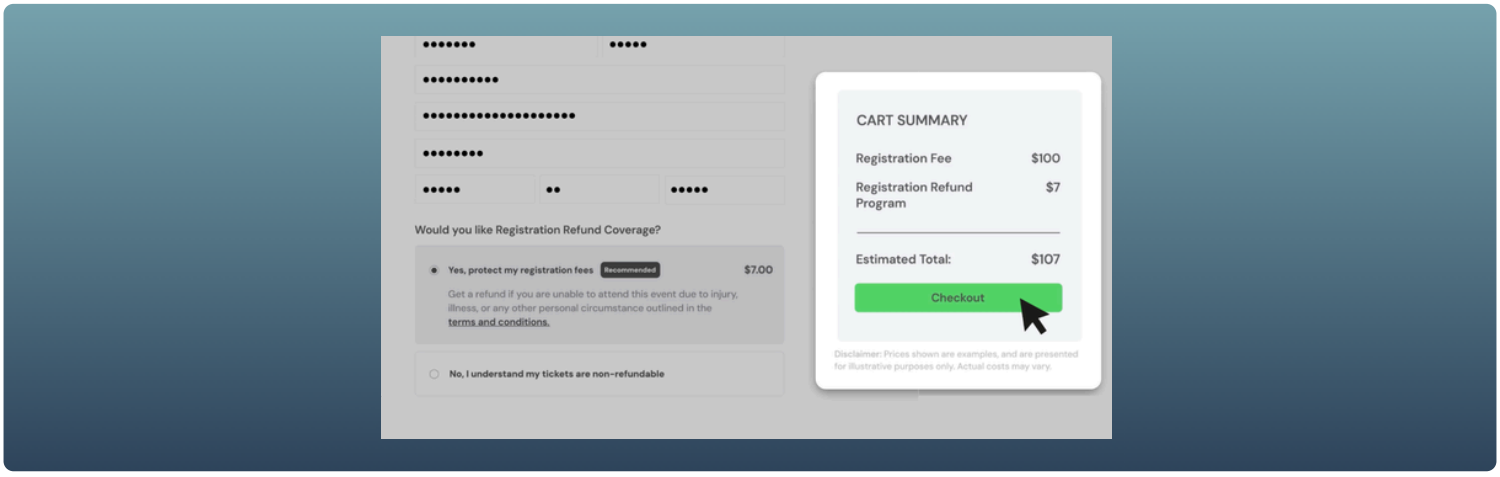
Scan the QR code to watch a short video about the program!

SCAN TO WATCH

How much does the coverage cost?

The cost of the program is only 7% of your total registration fees, which will be added to your cart at checkout. This affordable fee provides comprehensive protection for your entire investment.

For example: An attendee's registration fees are $100. If they opt-in, the program's cost ($7) will be listed as a line item in their cart, and added to their total. They will be charged $107 at checkout.



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What are the benefits?

- **Financial Protection:** This program will provide you with a full refund of your registration fees, protecting your investment against unforeseen events.
- **Comprehensive Coverage:** You're protected against a wide range of situations, including illness, family emergencies, travel disruptions, severe weather events, and more.
- **Extended Coverage Period:** Most cancellation reasons occur right before a show, but most organizers have a no refund policy starting *weeks to months* before the event. Our coverage lasts from registration day until the first day of your show, ensuring you can get a full refund no matter when you need to cancel.
- **Peace of Mind:** You can register with confidence, and commit to attending your event without worrying about the consequences of a last-minute emergency.

What cancellation reasons are covered by the program?

The program covers a variety of situations that could prevent you from attending an event, including:

- Death, injury, or illness of the attendee or a family member
- Travel disruptions, such as airport closures, car trouble, or public transportation strikes
- Severe weather events, such as hurricanes, tornadoes, snowstorms, fires, or floods
- Burglary, fire, malicious damage, or flood at the attendee's home or business
- Jury duty, or being subpoenaed to appear as a witness in court
- Unexpected job relocation, layoff, request to remain in-office, or business trip requested by the attendee's employer
- And more!

The Registration Refund Program has over **21 covered reasons for cancellation.** A full list of coverages and exclusions will be linked in the program's terms and conditions, located directly next to opt-in button.

How do I request a refund if I need to cancel?

1. After opting in, you will receive a confirmation email with a link to a refund request portal.
2. Click this link to access the portal, which will be pre-filled with your event and registration details.
3. Select your cancellation reason from a drop-down menu, and submit any required documentation (e.g., a doctor's note)
4. Once approved, you will receive a 100% refund of your booth space fees, typically within 48 hours.

