



# 2023 Spring Conference / April 20-22

The Hotel Roanoke & Conference Center | Roanoke

## Conference Registration & Hotel Reservation Cancellation Policies

### LGA Conference Registration Cancellation Policy

#### **Cancellation Deadline: April 13**

Cancellation of conference registration and guest fees must be received in writing, by mail or email.

Notice must be received by LGA by October 6 for a refund, less a \$25 fee.

After April 13, registrants wishing to cancel will not be refunded for the meal portion and will also be assessed a \$25 processing fee.

Upon written request, a no-show will be refunded the conference fee, less the actual out-of-pocket expenses of LGA, including meal costs and a \$25 processing fee.

A conference registrant may send a substitute to the event if the original registrant is not able to attend. The original conference registrant must send the substitute's registration information in writing by October 6.

### The Hotel Roanoke Reservation Cancellation Policy

**LGA has negotiated a room block for registrants at the The Hotel Roanoke with rates starting at \$122++ per night. One night room and tax is required at the time of reservation. In the event a guest must cancel a confirmed reservation, please read your reservation confirmation for cancellation policy. no penalty will result if notice is received at least 72 hours prior to arrival and a cancellation number is received. If you will arrive late, contact the hotel to keep your room reservation. Additionally, rooms vacated prior to the departure date (confirmed during check in) will result in early departure fee of one night's room and tax.**

If you book a room, then do not need it, PLEASE CONTACT AMY SALES at [amy.sales@easterassociates.com](mailto:amy.sales@easterassociates.com).

- If there is a wait list, Amy will work with the hotel to move reservations between LGA attendees. LGA will not assist with payment arrangements.
- If the room is not needed by another registrant, you will be notified and responsible for cancelling your reservation.
- If you book through a third-party, LGA is unable to assist with your cancellation.

**Please read your reservation confirmation for cancellation policy.**