

# LGA 2019 Spring Conference

Thurs., April 4<sup>th</sup> – Sat., April 6<sup>th</sup>

Hilton Norfolk The Main

100 E Main Street, Norfolk, VA 23510 | (757) 763-6200



## PAYMENT & CANCELLATION POLICY

### Payment Policy

MCLE Registration & Payment Deadline: **Thurs., March 14<sup>th</sup>, 2019**

Social Event Registration & Payment Deadline: **Thurs., March 28<sup>th</sup>, 2019**

To avoid late fees, conference participants must pay all conference registration fees on or before the registration deadline. A check, online credit card charge, or purchase order will be accepted as advance payment.

### Split & Partial Payments

LGA can split payments between multiple cards and/or methods. Call Zach at (804) 249-2241 or send an email to [zach@eameetings.com](mailto:zach@eameetings.com). Alternatively, payment via multiple checks is also accepted.

### Cancellation & Refund Policy

*Cancellation requests must be in writing.*

Cancellation Deadline: **Thurs., March 28<sup>th</sup>, 2019**

Cancellation of conference registration and/or guest fees must be received in writing by mail, fax, or email. This notice must be received by LGA by **Thurs., March 28<sup>th</sup>** for a full refund, less a \$25 processing fee.

After that date, 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.

### Billing Fee

Any outstanding conference fees that must be billed after the event will have a \$10 billing fee added to the total owed.

### Substitutions & Walk-ins

A conference registrant may send a substitute if the original registrant is not able to attend the conference. After written notification to the LGA, another person may be substituted at any time up to and including the actual conference date. However, requests for partial substitutions, such as for individual social events rather than full conference registrations, cannot be accommodated.

Walk-in registrations will be accepted on the day of the seminar, but late fees also apply to them.

### Questions/Assistance

Contact Zach Eisenman, LGA Account Manager

**Email:** [zach@eameetings.com](mailto:zach@eameetings.com)

**Phone:** (804) 249-2241