



CANCELLATION

POLICY

After the indicated reservation cut-off date, and regardless of hotel policy, anyone holding a reservation in the Health Insights group block at the contracted property will be responsible for any charges incurred by Health Insights as a result of reservation cancellation. At a minimum, the charge for cancellation will be equal to the first night's room and tax.

Health Insights must provide a guaranteed number of participants for every function and event. In accordance with Health Insights policy (3/99), if an attendee cancels their reservation, reduces their hotel stay, or misses an event for which they have registered or hold a reservation, the attendee will be responsible for any related charges incurred by Health Insights.

HOW TO CANCEL

If you made plans to attend the upcoming conference, but are no longer able to do so, please follow these steps to ensure your cancellation is confirmed. The Health Insights Cancellation Policy, as well as any policies of the contracted hotel, may apply.

STEP 1: Contact the hotel directly to cancel your room reservation(s). Reservations cancelled inside the cut-off date will forfeit the first night room deposit.

STEP 2: Contact Health Insights in writing - email or fax, to request cancellation of your online conference registration. Requests can be submitted to christy.carroll@healthinsights.org or to (225) 923-0302. Verbal requests cannot be accepted.

STEP 3: Contact transportation carriers to cancel arrangements.

Health Insights will make every attempt to fill cancelled or reduced stay reservations and altered registration selections. If we are able to fill a hotel cancellation or event space, any penalties incurred will be refunded.