CANCELLATION

POLICY

After the reservation cut-off date, and regardless of general 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 change or 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, 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 all related charges incurred by Health Insights.

HOW TO CANCEL

If you have registered to attend the upcoming conference or any event within, or if you hold confirmed hotel reservations, please follow these steps:.

STEP 1:   Contact Health Insights by email (christy.stephens@healthinsights.org), to request cancellation of your online conference registration. Requests must be in writing; verbal requests will not be accepted.

STEP 2:   **Before cancelling hotel reservations, please contact Health Insights to determine if there is a waitlist.** This not only helps to ensure that as many attendees as possible are able to secure reservations at the contracted property, but may also limit any penalties associated with cancellation of a reservation. If Health Insights does not have a waitlist or need the room, please contact the hotel directly to cancel your room reservation(s). Reservations cancelled inside the cut-off date will forfeit the first night room deposit and are subject to the Health Insights cancellation policy.

STEP 3:   Contact air and ground 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 voided.