

NYSATA Payment, Cancellation and Refund Policy

Registration Payment Policy

Full payment must be made at the time of registration unless paying by school purchase order. You are fully registered when payment is received. Payment can be made by credit card (*Visa, MasterCard, Discover, American Express*) or check (*payable to NYSATA*). If mailing payment, include a printed copy of your registration payment form along with your payment and mail to: NYSATA, 9200 Sixty Road, Phoenix, NY 13135. ***Do not mail a check or purchase order after Friday, November 10, 2023, as it will not arrive in time. If you register after November 10, please pay in full via a credit card.***

Registration Cancellation and Refund Policy

NYSATA incurs costs to process registration, POs, credit card payments, and refunds. Additionally, the space reservation, food, and materials to fulfill your order must be purchased *in advance* by NYSATA. If you reserve meals or an event ticket and cancel last-minute, NYSATA has already purchased the meals and/or held space for you in the event, resulting in a cost or loss of revenue if no payment has been made.

If you need district approval to attend, please secure permission in advance of registering.

If paying with a school district PO, be sure you know what is allowable per your district policy prior to registering. *You are responsible for any balance on your bill not covered by your school district.*

- All refund requests MUST be received in writing (email).
- Registration refund requests received by November 1: Full refund less a \$25 administration fee, less ticketed event fees.
- Registration refund requests received from November 2 through 10: 50% refund less a \$25 administration fee less ticketed event fees.
- Registration refund requests received after November 10: No refund.
- Ticketed events are non-refundable.
- If you register with no payment and subsequently cancel or don't attend, you may be billed a cancellation fee plus an additional fee for any meals or ticketed events for which NYSATA has incurred cost or loss of revenue to reserve on your behalf.

Cancellations due to extenuating circumstances (i.e. death, accident, serious illness) must be submitted in writing, include appropriate verification, and must be received by NYSATA (at the address noted above or via email: tkonu@nysata.org) prior to the last day of the conference. No refund requests will be honored if submitted after the conference has ended.

Please allow 4-6 weeks for processing of refunds.