Event Refund Policy

Industry Studies Association | Approved 8/6/2026

Standard Refund Schedule

All cancellation requests must be submitted in writing to the Industry Studies Association (ISA) at: isa@industrystudies.org. Verbal cancellations are not accepted. The cancellation date is the date the written request is received, not the date of the conference.

Cancellation Time Frame	Refund Amount
More than 90 days before event	100% refund
61–90 days before event	75% refund
31–60 days before event	50% refund
30 days or less / No-Show	No refund

No refunds will be issued within 30 days of the event under any circumstances, including but not limited to medical emergencies, family bereavement, or visa denial. No credits or substitutions will be provided.

Force Majeure

If circumstances beyond ISA's reasonable control, such as natural disaster, government action, public health emergency or similar events, make it unsafe or impracticable to hold the conference as planned, ISA may modify the format, including moving to a virtual or hybrid event, or may reschedule the conference. Registrations will be honored for the revised format or dates.

If the conference is fully canceled and cannot be rescheduled, ISA will make reasonable efforts to provide refunds or credits, taking into account contractual commitments and costs already incurred. ISA is not responsible for non-refundable travel, accommodation or other expenses incurred by attendees.

If the conference is changed, postponed, or canceled under this section, refunds will be handled under this Force Majeure provision rather than the standard cancellation schedule.

Workshop & Special Event Refunds

Pre-conference workshops and separately ticketed events follow the same refund schedule. However, workshops with a minimum enrollment threshold may be canceled by ISA if enrollment targets are not met by 30 days before the workshop date. In such cases, 100% refunds are issued within 10 business days.

Refund Processing

- Approved refunds are processed to the original payment method within 15 business days.
- All refund decisions beyond the standard schedule must be approved by ISA's Chief Fiscal Officer and documented in the registration system.