

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.

<u>Cancellation Timeframe</u>	<u>Refund Amount</u>	<u>Notes</u>
91+ days before event	100% refund	Full refund minus \$25 processing fee
61–90 days before event	75% refund	Processing fee deducted
31–60 days before event	50% refund	No exceptions except documented emergency
15–30 days before event	25% refund or credit	Credit valid for 12 months
14 days or less / No-Show	No refund	Substitution allowed with written notice
Event Cancelled by Association	100% refund	Issued within 30 business days

Substitution Policy

Registered attendees who cannot attend may transfer their registration to a colleague at no charge up to 14 days before the event. Substitutions within 14 days may be accepted on a case-by-case basis at the discretion of ISA’s Chief Fiscal Officer. Substitution requests must be submitted in writing and are subject to a \$25 administrative fee. Downward substitutions (e.g., faculty to student registration) will not be refunded for the difference. Upward substitutions (e.g., student to faculty registration) must pay the difference.

Hardship & Force Majeure Exceptions

- Documented medical emergencies or family bereavement: Full refund or credit at the registrant's choice, regardless of timing. Requires written documentation.
- Visa denial (for international attendees): Full refund if denial documentation is provided within 7 days of notification.
- Speaker cancellation by the association: Does not entitle the attendee to a refund unless the attendee's sole purpose of attendance was that specific session and it cannot be rescheduled.
- 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 cancelled 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 cancelled 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 cancelled 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.
- Credits (for future conferences) are valid for one conference cycle (12 months) and are non-transferable.
- All refund decisions beyond the standard schedule must be approved by ISA's Chief Fiscal Officer and documented in the registration system.