

ICBA 2010 Vendor Policies

Payment Policy

- All payments must be made in US dollars.
- Payment methods accepted: check, Visa, MasterCard, American Express
- If paying by credit card, your account is charged in full upon receipt of registration.
- Registration is not considered complete until payment is received.
- Your registration will be canceled if payment is not received within 30 days of registration or by December 1, 2009, whichever comes first.
- Registration after December 1, 2009, requires full payment via credit card.

Cancellation & Refund Policy

All cancellations must be made in writing via hard copy or fax. Telephone and email cancellation requests are considered acts of courtesy, and no refunds will be made on the basis of these communications. Mail your cancellation letter to ICBA, PO Box 951, Ashland, OR 97520 or fax it to 541.488.4286.

The refund amount is based on the date cancellation notice (hard copy or fax) is received:	Refund Amount:
through November 30, 2009	50% of registration fees
December 1, 2009, through January 4, 2010	25% of registration fees
January 5, 2010, and after	0% of registration fees
No-Shows (company, school and/or additional staff)	0% of registration fees

ICBA will issue a refund in the form of a check or as a credit to your account. Refunds will be processed after the conference. In the event an individual representative is unable to attend, a substitute representative is accepted at no extra charge. In the event of an attendee, company and/or additional representative cancellation, ICBA does not assume responsibility for airfare, transfer fees and other lost fees. ICBA will issue a full refund if a program is full.