



Policy Insights Refund Policy

Refund Policy for In-Person Attendees, prior to 4/14/23

In the event that you are unable to attend Policy Insights in-person, we encourage you to consider transferring your registration to a colleague or an attendee from an organization who otherwise may not be able to attend.

You may **transfer your registration** to a different attendee up until April 25 at 9 am for no additional charge.

- Please email jselby@calbudgetcenter.org with the name of the registered attendee who is no longer able to attend with the name, title, organization, and email of the replacement attendee.
- Please note that it may take up to 24 hours to process transfers.

If you need to cancel your in-person registration prior to April 13, 2023, at 11:59 pm, your in-person registration will be transferred to a registration for the on-demand option.

Follow these steps to cancel your in-person registration and switch your registration from the in-person option to the on-demand option:

- Please email jselby@calbudgetcenter.org with the name and email of the in-person registered attendee who is switching their registration to the on-demand option before **April 13, 2023, at 11:59 pm**.
- You will be refunded the difference between the in-person registration and on-demand option registration **less processing and registration fees**.
- If you paid via PayPal, it will take approximately 4 to 6 business days for the credit to post to your account.
- If you paid by check, it may take up to 2 weeks before you receive the refund.

Refund Policy for In-Person Attendees, effective 4/14/23

Beginning April 14, 2023, there will be no refunds for in-person registration (less the on-demand option ticket price, processing, and registration fees) given unless you are ill.

In the event you are ill and unable to attend Policy Insights 2023 in-person, you may:

A. Transfer your in-person registration to another attendee by following this step:

- Please email jsselby@calbudgetcenter.org with the name of the registered attendee who is ill with the name, title, organization, and email of the replacement attendee.

B. Switch your registration to receive on-demand recordings:

- Notify jsselby@calbudgetcenter.org with the name of the registered attendee who is unable to attend due to illness. Your registration will be transferred to the on-demand event.
- The difference between the two ticket categories will be refunded less processing and registration fees.
- **There will be a 24 to 48-hour delay in changing your registration. We will make every effort to transfer your registration as quickly as possible.**
- If you paid via PayPal, it will take approximately 4 to 6 business days for the credit to post.
- If you paid by check, it may take up to 2 weeks before you receive the refund.

Policy Insights On-Demand Option Refund Policy

In the event that you need to cancel your registration for the Policy Insights on-demand option, we encourage you to consider transferring your registration to a colleague or an attendee from an organization who otherwise may not be able to attend.

- You may transfer your in-person registration to the on-demand option by contacting jsselby@calbudgetcenter.org. Please provide your name and email address.

There will be no refunds on registration for the on-demand option.

How to switch your in-person registration to registration for the on-demand option.

You may receive a refund of the difference between the price of the in-person event and the on-demand option, **less processing and registration fees**, up until April 13, 2023, at 11:59 pm.

Follow these steps to **switch your registration from the in-person option to the on-demand option**:

- Please email jsselby@calbudgetcenter.org with the name and email of the in-person registered attendee who is switching their registration to the on-demand option before **April 13, 2023, at 11:59 pm**.
- If you paid via PayPal, it will take approximately 4 to 6 business days for the credit to post to your account.
- If you paid by check, it may take up to 2 weeks before you receive the refund.

After April 13, 2023, at 11:59 pm, there will be no refunds on in-person registration unless the attendee is ill.

How to change your registration from the on-demand option to the in-person option

Follow these steps to **switch your registration from the on-demand option to the in-person option**:

- Please email jselby@calbudgetcenter.org with the name and email of the registered attendee who is switching their registration to the in-person option before **April 13, 2023, at 11:59 pm**.