



## 2023 Wisconsin Lakes and Rivers Convention

### Cancellation and Refund Policy

#### Changes to your Registration

You may modify your registration (add t-shirts, books, and additional attendees under your registration) at any time **before April 1** by signing back into your registration record at: <https://wisconsinwaterweek.swoogo.com/lakesandriversconvention/sign-in>. You will NOT be able to add or remove any of the days attending. You must contact us to modify your days attending.

\*T-shirts must be ordered by March 15.

#### Cancellations:

Canceling (removing) any part of your registration requires staff time and may impact others' registrations (i.e. canceling a registration for a workshop that is at capacity opens a space up for someone else to attend; however, others who have already registered weren't able to register for this workshop due to it being full previously).

- A full cancellation is your whole registration.
- A partial cancellation is any day or event that you've registered for (i.e. Wednesday Workshops or Field Trips, Wednesday lunch, Thursday Convention, Thursday Banquet, or Friday Convention)

#### On or Before February 28

Full or partial registration cancellations on or before February 28 will receive a 100% refund. To request a refund, please email [wewaterweek@wisconsinlakes.org](mailto:wewaterweek@wisconsinlakes.org).

#### March 1-31

Full or partial cancellations between March 1-31, 2023 may be requested by emailing [wewaterweek@wisconsinlakes.org](mailto:wewaterweek@wisconsinlakes.org). A \$20 cancellation processing fee will be charged.

#### On or After April 1

Cancellations requested on or after April 1, 2023 cannot be refunded due to catering commitments. Please email [wewaterweek@wisconsinlakes.org](mailto:wewaterweek@wisconsinlakes.org) to request your cancellation.

#### Last minute changes due to illness - Stay home if you're sick!

- If someone else can attend in your place, email us at [wewaterweek@wisconsinlakes.org](mailto:wewaterweek@wisconsinlakes.org) and we will modify your registration so that it is under their name instead of yours.
- If you're not able to transfer your registration to someone else, email us to let us know and your registration will be converted to the virtual event (\$100) plus the \$20 cancellation processing fee (and any donations or purchases). You will be refunded the remaining amount.
- It will be at least two weeks from the date of cancellation before you see your refund.

**If a public health emergency and associated health measures cause this event to move entirely online**, your registration will be converted to the virtual registration for the day(s) you registered and you will be refunded the remaining less any donations and purchases such as t-shirts and books.