



## 2024 Wisconsin Lakes & Rivers Convention

### Cancellation and Refund Policy

#### Changes to your Registration

To make changes to your registration (add workshops, t-shirts, banquet tickets), please call or email UW-Stevens Point Continuing Education between the hours of 8am-4:30pm, Monday-Friday, **before April 1**. Please keep in mind that if you registered during the early-bird period and modify your registration after the period closes, any new selections you make will be charged the full price.

Phone: 715-346-3838

Email: [uwspceweb@uwsp.edu](mailto:uwspceweb@uwsp.edu)

\*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, Friday Convention, or Friday Workshops).

#### On or Before February 29

Full or partial registration cancellations on or before February 29 will receive a 100% refund. To request a refund, please email [uwspceweb@uwsp.edu](mailto:uwspceweb@uwsp.edu).

#### March 1- 31

Full or partial cancellations between March 1-31, 2024, may be requested by emailing [uwspceweb@uwsp.edu](mailto:uwspceweb@uwsp.edu) or calling 715-346-3838. A \$20 cancellation processing fee will be charged.

#### On or After April 1

Cancellations requested on or after April 1, 2024, cannot be refunded due to catering commitments. Please email [uwspceweb@uwsp.edu](mailto:uwspceweb@uwsp.edu) or call 715-346-3838 to request your cancellation.



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

- If someone else can attend in your place, contact us at [uwspceweb@uwsp.edu](mailto:uwspceweb@uwsp.edu) or 715-346-3838 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 may 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.