



Attendee Refund and Cancellation Policy: Registration cancellations must be made in writing or via email. The New England Alliance (NEA) will refund your entire registration fee, less a \$25 processing fee until three weeks prior to the event. After that date, no refunds will be issued except in the case of a facility survey. If the survey occurs over the course of the New England Alliance conference, NEA will refund your registration fee upon receipt of verification of the survey. Registrant substitutions are acceptable however, must be made in writing or via email. No-shows will not receive a refund. NEA is not responsible for airfare, hotel, or other costs incurred by participants in the event of program or registration cancellation. Please allow up to two weeks from the end of the conference for any refunds to be processed.

Name Badges: No one will be permitted in the exhibit area, meeting rooms or other conference areas without a name badge. Badges will be issued under the registrant's name and company name. Please return name badges to the event coordinator prior to departure.

Hotel Reservations: Registrant is responsible for securing hotel reservations. Once you've made your commitment, please secure your accommodations directly with the hotel utilizing the New England Alliance's room block. Your commitment and registration as a conference attendee does not guarantee your hotel accommodations. The group rate (plus tax and standard fees) is for NEA contracted nights only and is subject to availability. Hotel reservations that are not associated with a paid conference registration will be removed.

Appropriate Dress: Since the New England Alliance is a professional leadership organization, business casual attire is suitable for all meetings, sessions, and events.