

## **CSDA Cancellation and Refund Policy**

1. Refund requests can be made by emailing [administrative@csdaca.org](mailto:administrative@csdaca.org) no later than September 8, 2025.
2. Any request for a refund submitted less than 30 days prior to the conference must be in written form and sent to CSDA staff for consideration with detailed reasons.

**Mail request to:**

2150 River Plaza, Ste 420, Sacramento, CA 95833

**Email to:**

[administrative@csdaca.org](mailto:administrative@csdaca.org)

3. The substitution of another person in place of a conference registrant will be permitted at any time, provided advance notice is given by the original registrant to CSDA by email, phone call. The original registrant can also do this themselves on InfoHub by following directions [here](#).
4. All cancellations and refund requests on orders paid via credit or debit card will be subject to the following schedule:
  - A transaction fee will be applied to the total registration amount, and the fee may vary depending on the type of card used for payment. You will be notified of the applicable fee prior to any refund being processed.
5. If the request to cancel/refund is made less than 30 days prior to the conference:
  - CSDA has the right to provide a refund as credit for future use.
  - CSDA has the right to reject the refund request.
6. CSDA is not responsible for cancellation or change charges assessed by airlines, hotels, travel agencies, or other institutions.