

CSDA Cancellation and Refund Policy

1. Refund requests can be made by emailing administrative@csdaca.org no later than April 4, 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 processing and approval with detailed reasons.

Mail request to:

2150 River Plaza, Ste 420, Sacramento, CA 95833

Email to:

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:
 - Visa, Mastercard or Discover: A 2.99% credit card usage fee will be applied to the total registration amount.
 - American Express: A 3.99% credit card usage fee will be applied to the total registration amount.
5. CSDA has the right to provide a refund as credit for future use if the request to cancel/refund is made less than 30 days prior to the conference.
6. CSDA is not responsible for cancellation or change charges assessed by airlines, hotels, travel agencies, or other institutions.