

NFMA Refund Policy Revised Due to COVID-19

The NFMA currently has no plans to cancel the Annual Conference. We are obligated contractually to hold the meeting, but recognize that some companies and/or registrants have concerns about COVID-19, and will elect to cancel registration. The Executive Committee of the NFMA has determined to revise the stated cancellation policy. The current policy states that registrants who cancel through March 31 will receive a full refund less \$50 processing fee, from April 1 – April 15, refunds will equal 50% of the registration fee, and after April 15 there will be no refund. The revised cancellation policy will allow registrants to cancel for a full refund less \$50 through April 15. The goal of this policy is to allow registrants more time to monitor and evaluate developments without paying a stiff penalty. However, registrations canceled after April 15 will receive no refund.

It remains possible that federal, state, and/or local government pronouncements or travel bans will effectively initiate a cancellation of the conference that is out of the control of the NFMA. We will make every effort to keep registrants informed of developments as we learn of them.

March 9, 2020