

36TH ABA GENERAL MEETING & CONFERENCE CANCELLATION POLICY

A.) Substitute Request

If a registrant is unable to attend an event for any reason they may substitute, by arrangement with the registrar, someone else to attend in their place. A formal email request must be sent to aba2019@pnb.com.ph . The Email Subject should be **ABA 2019 SUBSTITUTE REQUEST**, and should include the following information:

- Full Name of Original Registrant
- Reason for the request
- Full Name of Substitute

NOTE: The same policy/process applies to the registered Accompanying Person.

B.) Cancellation & Refund

If a registrant wishes to cancel for any reason, they must send a formal email request to aba2019@pnb.com.ph with the Email Subject: ABA 2019 CANCELLATION REQUEST, and should include the following information:

- Full Name of Registrant
- Reason for the request

Refund will be made in accordance with the following:

1. Registrations cancelled more than 60 days before the event are eligible for an 60% refund of the registration fees paid.
2. Registrations cancelled less than 60 days, but more than 30 days before the event are eligible for a 20% refund of the registration fees paid.
3. Registrations cancelled less than 30 days before the event are no longer eligible for a refund. However, registrant may consider making a substitute request.
4. Accompanying Person registrations are not eligible for a refund. However, may consider making a substitute request.

C.) Refund Process

1. For payments received by credit or debit card, the refund will be made via the same credit/debit card.
2. For all other payments, a bank transfer will be made to the payee nominated account.

Important: For payments received from outside the Philippines by bank transfer, the refund will be made by bank transfer and all bank charges will be for the registrant's account.

The policy as stated on this page is valid from August 5, 2019.