



AO New Orleans Convention Registration Cancellation & Refund Policy

All registration cancellations and refund requests must be made in writing by December 1, 2018. All refunds, if applicable, are subject to a \$50 administrative fee.

Refund Schedule

Before December 1, 2018: Full refund less administrative fee.

December 2 – 14, 2018: 50% refund less administrative fee.

After December 15, 2018: No refund available.

Submit all requests via email to hweber@ao.org. AO regrets that refunds will not be given for no-shows. All requests for exceptions to the cancellation/refund policy must be submitted in writing by the registrant with appropriate documentation no later than December 26, 2018. After that time, no refund considerations will be made.