

Conference Registration & Cancellation Policy

Introduction

By using our services, attendees agree to comply with and be bound by the following terms and conditions. It is important to read these terms carefully before proceeding with a registration.

By completing their registration, attendees acknowledge that they have read and understood these terms and conditions.

Terms and Conditions

1. General

All conference attendees must register. This includes presenters, speakers, panelists, organizers, those moderating/chairing, or attending a session.

All conference attendees must check in at the registration desk to receive their badge and they must wear it at all times while attending.

2. Refund Policy

Should a registered attendee need to cancel their registration, this can be done by emailing a request to casaeaerc2026@gmail.com

May 4, 2026 is the refund deadline.

After this date:

- Any cancellation requests made by attendees will not be eligible for a refund.
- **If the Organization cancels** the conference due to adverse circumstances such as severe weather events, venue unavailability, power blackouts, labour strikes, wildfires, or earthquakes, preventing the conference from being held in its original format, the Organization may refund a portion of registration to all attendees.

Administrative Fee: For any refunds processed before the refund deadline, a non-refundable administrative fee of \$60 will be deducted from the total amount refunded.

Refunds will only be made to the credit card that made the original transaction. It is not possible to refund a different card or account than the one used to make the original purchase.

3. Exchange & Transfer Policy

If you need to change your registration type (e.g., you made a mistake in entering and paying for the wrong registration type), you need to contact casaeaerc2026@gmail.com

Should the change result in a lower cost, the refund of the difference will only be made to the card used for the original transaction.

Should the exchange result in a higher cost, the attendee's balance due must be paid prior to May

22, 2026. Attendees will not be able to have their badge printed until their balance due has been paid.

It is possible to transfer your membership/registration to another attendee by contacting casaeaerc2026@gmail.com with the name, email address and consent of the individual that is being transferred the registration. You must request a transfer before **May 15**. If you apply to transfer before **May 4th** and this results in a lower cost (due to a change in registration type), a refund will be issued to you. If the exchange results in a higher cost, the attendee's balance due must be paid prior to May 22. After May 15, 2026, it is not possible to exchange a registration.

4. Chargeback Policy

If an attendee disputes the transaction for their conference registration with their credit card provider, this will result in the automatic cancellation of their registration.

Should the attendee want to reinstate their registration, they will be required to pay a \$60 "Chargeback fee" in addition to the original cost of their registration.

5. International Attendees

It is the attendee's responsibility to ensure that they have all the required travel documents to enter Canada. It is the attendee's responsibility to book and pay for their own travel arrangements and accommodations.

*All attendees who are not US or Canadian citizens or Permanent Residents/Green Card Holders, or who do not already hold a valid Canadian visa, will need to apply for either a visa or eTA. If your passport is on the list of [eTA-eligible countries](#), you must apply for an [Electronic Travel Authorisation](#). The Canadian government recommends allowing **up to 72 hours** for an eTA to be processed. Those who hold other passports will need to apply for a [visitor's visa](#)*

The Organizer can provide international attendees who require a visa to enter Canada with an invitation letter to include in their visa application to Immigration, Refugees and Citizenship Canada.

If an international attendee is denied entry to Canada or delays in the processing of their visa application have resulted in the inability to attend the conference, they can email casaeaerc2026@gmail.com before **May 4** so that we may cancel their registration and refund them the cost of their registration, minus a \$60 administrative fee. After May 4, cancellation requests for visa reasons will not be eligible for a refund.

The deadline for international attendees to request all required information from casaeaerc2026@gmail.com is May 4, 2026. After May 4, 2026, the Organization will no longer be able to assist international attendees with the visa application process. Please check current visa [processing times](#). [On April 15th, it is estimated that visitor's visas processed from the US will take at least 18 days; from other countries, it is multiple weeks to months].

6. Children and minors

Children and minors (under the age of 18) must be always accompanied by a parent or guardian while at the conference.

The conference registration fee does not apply to children and minors. Attendees should email

Casaeaerc2026@gmail.com if they plan on bringing a child and/or minor.

Some events at the conference may not be appropriate for all children and/or minors.

7. Support person registration

Support persons or companions are not required to register or pay for the conference if they are travelling with a registered attendee with accessibility needs. Attendees with accessibility needs can email casaeaerc2026@gmail.com with their support persons information so they may be registered by our staff.

Support persons will be allowed to enter conference sessions only when accompanied by the individual whom they are supporting.

Contact Information

Any questions about these terms can be directed to casaeaerc2026@gmail.com or admin@casae-accea.ca