

ACRM CANCELLATION POLICY

Q: If the **IN-PERSON** conference is cancelled, what happens to my registration?

A: In the event of cancellation, all **IN-PERSON** registrations will be automatically converted to the **VIRTUAL-ONLY** option and a credit will be provided for the difference in registration fees.

Please look at the [In-Person Event Terms and Conditions here](#)

Q: What if I register for the **Virtual Only Option** and then decide to cancel?

A: In the event you register for the **VIRTUAL-ONLY** option and then want to cancel, before the conference, you will have several options:

1. You may obtain a refund, less a transaction fee;
2. Transfer your registration to another event, less a transaction fee; or
3. You may receive 100% credit towards any other ACRM offering, such a membership, future conferences, trainings or promotional activities.
4. Please look at the [Virtual-Only Event Terms and Conditions here](#)

Q: How is registration being handled if I register now but then later learn I am not able to attend in-person?

A: You may **TOGGLE** between **IN-PERSON** and **VIRTUAL-ONLY**, without penalty. The **TOGGLE** option simply means you can change your registration type from In-Person to Virtual-Only and back with no penalty. In order to do this you may contact MemberServices@ACRM.org to request your change. You will receive a credit on your account for the difference in registration. Similarly, if you register for the **VIRTUAL-ONLY** option and later want to upgrade to the **IN-PERSON** option, you would simply contact MemberServices@ACRM.org to toggle your registration and pay the difference in rates.

Q: Does the **TOGGLE** option work for Institutional Members?

A: Yes. Please just email MemberServices@ACRM.org and we will work with you and your institution to either establish a net credit for future use or an invoice for the **TOGGLE** Balance.