

## **Refund Policy**

Refunds are not offered outside the Substitution/Cancellation policy detailed below. Please ensure all information is correct and you fully intend to make this purchase prior to processing any invoice or payment.

### Midwest Conference 2017

Substitutions for persons registered for the meeting will be allowed - at no charge - through Monday, March 27th, 2017. Substitutions after Monday, March 27th, 2017 will be subject to a \$50 processing fee. Cancellations received prior to Monday, March 27th, 2017 will receive a full refund. Cancellations received after Monday, March 27th, 2017 will be subject to a cancellation fee of \$100 to cover our venue commitment. Substitutions and cancellations will only be accepted by e-mail. Refunds will be processed within 10 working days following the conference.

## **Privacy Policy**

**Electronic mail** When you send us personal identifying information via e-mail (that is, in a message containing a question or comment, or by filling out a form that e-mails us this information); we use it to respond to your requests. Information collected via e-mail will be retained at our discretion in a directly readable form for as long as necessary to complete our response, and may be incorporated into backup files. We do not distribute lists of e-mail addresses to any parties outside of the Midwest Relocation Conference.

**Purchases** When you voluntarily provide us with personal information such as name, shipping and billing address, and credit card number when making a purchase, we use the information to fulfill your order. We may forward the information to other computer systems (such as secure electronic commerce servers) to complete the requested transaction. We do not keep a record of credit card numbers nor do our electronic commerce providers.

**Collection and release of gathered information** we want to make it clear that we will not obtain personal identifying information about you when you visit our web site. Further, we do not attempt to identify individual users or share any information we receive with any parties outside of Midwest Relocation Conference.

**Web server activity logs** - Monthly extracts of the log files are archived and stored off-line at our discretion for an indefinite period of time. Some statistical summaries derived from these data may be retained online or off-line at our discretion for an indefinite period of time.