**Refund and Cancelation Policy**

Date Established: **February 2010**

Amended: **July 2020**

The Hoof Trimmers Association, Inc. (HTA) reserves the right to refuse/cancel a membership. If HTA refuses a new or renewing membership, registrants will be offered a full refund.

**Membership Cancelation**

* Cancelations will be accepted via US post or other recognized delivery service, or email.
* All request for cancelation and refund must be received no later than five days after renewal or application.
* All refund requests must be made by the member or credit card holder if applicable. If made by the credit card holder, request must include the name of the member.

**Conference and Workshop Participant Registration Cancelation**

* Conference/workshop registration may be canceled with a full refund, less a $25 administrative fee, provided written notification is received any time up until four (4) weeks prior to the conference start date.
* A 50% refund is available for conference/workshop registration provided written notification is received between four (4) weeks and two (2) weeks prior to the conference start date.
* No refunds will be granted within two (2) weeks of the conference start date.
* Refund requests should be submitted in writing to:

Hoof Trimmers Association
5014 FM 1500
Paris, TX 75460

Email: info@hooftrimmers.org

**Exhibitor Cancelation Refund**

* Exhibitor registration may be canceled with full refund, less a $25 administrative fee, provided written notification is received any time up until eight (8) weeks prior to the conference start date.
* A 50% refund is available for exhibitor registration provided written notification is received between eight (8) and four (4) weeks of the conference start date. In the case of an emergency/extenuating circumstance, special requests may be considered on a case-by-case basis by the board of directors following the conference.
* No refunds will be granted within four (4) weeks of the conference/workshop start date.
* Refund requests should be submitted in writing to:

jolie@hooftrimmers.org

**Webinar Participant Refund**

* Live Webinar Registration may be canceled with full refund, less a 5% administrative fee, provided written notification is received any time up until 24 hours before the webinar start time
* Recorded Webinar Registration may be canceled for a full refund, less a 5% administrative fee, within 3 days of purchase.

**All Refunds**

* In case of an emergency/extenuating circumstance, special requests may be considered on a case-by-case basis by the board of directors following the conference.
* All fees for special events (ie: meals, off-site events, etc.) are non-refundable.
* Refunds will be issued in the same form in which payment was received. If payment was made via credit card, it will be credited back to the credit card used for payment.
* Allow one complete billing cycle following the conference/workshop before refunds appear on your credit card statement.

**HTA Event Cancelation**

* In the event HTA must cancel the conference/workshop due to unforeseen circumstances, HTA will refund the cost of registration or apply the registration fees to another event at the discretion of the registrant. However, HTA does not assume responsibility for any additional costs, charges, or expenses; including but not limited to, charges incurred for travel and lodging.
* In the event HTA must cancel a webinar, every effort will be made to reschedule the webinar or to pre-record and broadcast the webinar at the originally scheduled date and time or to make it available as a recording via the HTA website. If it is not possible to make the webinar available as a recording, HTA will refund the registration fee in full for that webinar.