



# The National Institutes Change, Substitution, and Cancellation Policy

Carnegie Learning, Inc. ("CL") understands that unforeseen circumstances may arise that require substituting or canceling a participant's registration. In such circumstances, Carnegie Learning will make every effort to accommodate district needs while still recovering costs incurred as a result of the change request.

## Communication

- To ensure email and telephone communications are received over the spring and summer months, we advise that the attendee provide an email address that they regularly check and have access to as well as a cell phone number.
- Registered attendees MUST respond to AND book their flights with Cain Travel at least two weeks (14 days) before the event, or Carnegie Learning reserves the right to cancel their registration.

## Changes and Substitutions

### Changes

#### Registration Package Attendees:

- Changes may be made to an existing registration, without cost, until air travel has been booked for the **original** registrant.
- Registrants attending on the registration package are entitled to one round-trip economy (coach) class ticket in the United States per paid seat for travel to and from the institute.

#### Flight Changes

- CL provides access to our third-party travel agency for all flight bookings
- We are not able to guarantee nonstop flights or the ability to book all attendees from the same district on the same flight.
- Attendees may choose the best option from curated flight options that meet our program parameters. **If an attendee has a specific flight in mind that is not a curated option from Cain Travel, the attendee will pay the difference between the fares.**
- Requests for upgrades, specific airlines, specific seating assignments, etc., that result in additional fees are the **responsibility of the attendee**. The attendee should plan to provide their personal payment to the travel agency when the upgrade/change request is made.
- Post-booking, additional flight change requests may be directed to the partner agency (Cain travel).

- Attendees have 24 hours to review their e-ticket and make changes at no additional cost
- Beyond the 24-hour mark, the attendee is responsible for any costs associated to modifying ticket changes (ex., Seat assignment, dates, time etc)
  - *Some airlines charge change fees and some do not. Modifying a ticket may result in a difference in cost between the original purchase price and the new ticket. Any changes in cost are the responsibility of the attendee.*
- If an attendee books a flight through our third-party agency and decides (beyond the 24-hour window) that they would like to drive, they are not eligible to receive reimbursement for mileage.

## Substitutions

### Replacing an Attendee:

- A substitute attendee, designated by the purchasing district, will take the place of the confirmed attendee for the conference and will attend in the originally selected format.
- The original attendee's registration will be canceled.
- If a flight has already been booked for the original attendee, the district will be required to purchase a new airline ticket for the replacement attendee, as airline ticket purchases are **not transferable**, and only one round-trip flight is included per registration.
  - In the event that Professional Learning ("PL") funds were converted to purchase registration, additional PL fund conversion will be required to cover the additional flight costs, if additional PL funds are available. If no remaining funds are available, the district will be responsible for purchasing the additional flight directly for the substituted participant.
- Substitutions may be done up until seven (7) days prior to the event.

## Cancellations

### Cancellation

- Registration may be canceled without additional cost provided that no travel (flight or hotel) has been booked for the participant.
  - If the district has not previously held over purchased TNI seats, the district may elect to transfer paid seats to the next consecutive year's event provided that no travel bookings have occurred.
- In the event that a flight (or other travel) has been booked for the canceled attendee, Carnegie Learning will assess a charge equal to half of the registration package purchase.
  - The district may elect to transfer any remaining funds for paid seats to the next consecutive year's event (provided that no travel bookings have occurred, where applicable), assuming that the district is still within the expiration limit of one year after the date of the purchased PL.
- In the event that Professional Learning funds were converted to purchase registration, Carnegie Learning may assess, at its sole discretion, a charge equal to one full PL day per attendee canceled, if available.

### **Cancellation within 14 Days of Institute Launch:**

- Confirmed attendee's registration is canceled and penalties are applied as follows:
  - **Substitution:** The school or district may elect to substitute another attendee for the canceled attendee with the terms set forth above under the heading "Substitutions".
  - **With Travel Booking:** Carnegie Learning will assess the full cost of the registration fee as all materials, reservations and arrangements will be made with the expectation of the attendee's participation.
  - **Without Travel Booking:** If no flight arrangements have been made for the attendee, Carnegie Learning will assess a fee equal to half of the registration cost, as all materials, reservations and arrangements will have been made in expectation of the attendee's participation. The district may elect to transfer any remaining funds for paid registrations to the next consecutive year's event, assuming that the district is still within the expiration limit of the purchased PL.

### **Cancellation within 7 Days of Institute Launch:**

- Cancellations within 7 days of the institute beginning are not eligible for a refund.

## **No Shows**

### **Registered Attendees Who Do Not Arrive and Do Not Cancel:**

Registered attendees who do not show up for the Institute and do not contact [institutes@carnegielearning.com](mailto:institutes@carnegielearning.com) regarding cancellation or replacement are considered "No Shows". No Show registrations will be treated as though they attended and will be charged the full registration cost.