

## **Cancellation Policy:**

If a registrant is unable to attend the conference, his or her registration may be transferred to one other individual, provided the substitute has the same membership status as the original registrant. The name of the substituted delegate can be submitted to the STEP Canada office up to five business days prior to the start of the conference. After that, the substitution will be accepted when the conference registration desk opens at the conference site.

If substitution is not an option, written notice of cancellation will be accepted by the Member Services Department at the STEP Canada office until 5:00 pm EST on **Friday, May 7, 2010**. Individuals who cancel their registration prior to this deadline will receive a refund, less a \$100 administration fee (plus \$5 GST), at the conclusion of the conference. We regret that we can not issue refunds for notices of cancellation received after this deadline. Individuals who do not cancel their registration by the deadline will receive conference materials, including binder of presentations, by mail shortly after the conference dates.

The STEP Canada Team.