

FCB2B Event Refund and Substitution Policy

Refunds

- Cancellations received more than 90 days prior to the event start date are eligible for a refund of 95% of the registration fee.
- Cancellations received between 30 and 90 days prior to the event start date are eligible for a refund of 50% of the registration fee.
- Cancellations received within 30 days of the event start date are not eligible for a refund.
- Refunds apply solely to registration fees. No exceptions will be made regardless of the reason for the cancellation request.

Substitutions

- A registered participant who is unable to attend may transfer their registration to another individual from the same organization at no additional charge.
- All substitution requests must be submitted in writing and received prior to the event start date.

Hotel Reservations

- Attendees are solely responsible for making, modifying, or canceling their own hotel reservations. FCB2B assumes no responsibility for hotel charges incurred.

Force Majeure

- FCB2B shall not be liable for any failure to hold the event as scheduled or for any delay or interruption in performance due to causes beyond its reasonable control, including but not limited to acts of God, natural disasters, pandemics, war, terrorism, labor disputes, government orders, or any other emergency.
- In the event the program is canceled in its entirety due to a force majeure occurrence, registration fees will be refunded in full.
- In the event the program is rescheduled due to a force majeure occurrence, all registrations will automatically transfer to the new event dates. If a registrant is unable to attend the rescheduled event, a refund may be requested and will be issued in accordance with the refund schedule outlined in Section 1 of this policy.

Additional Costs

- FCB2B is not responsible for reimbursement of any travel-related expenses incurred by attendees, including but not limited to airfare, ground transportation, meals, or travel insurance.