



2012 Convention Cancellation Policy

General Attendees:

- All refund requests must be received in writing via email by the Meetings and Events Staff by 5:00pm eastern daylight savings time by July 20, 2012
- Written requests must be emailed to labrake_c@subway.com
- Cancellations with a request for refund received by July 20, 2012 will be charged a \$50.00 per transaction processing fee.
- Cancellations with request for refund received after July 20, 2012 will not be honored.

No-Shows:

A "no-show" is someone who has registered for any/all of the convention and did not claim their registration packet and there was no cancellation received prior to the opening of convention registration (7/26/12).

- General attendance no-show registrants will not receive a refund.
- DAI reserves the right to charge any 10+ (Diamond Club Member) who is a no-show the full package price of \$250. These charges will be collected from the attendee's DA or store account.