

## CANCELLATIONS AND CHANGES

ALL CANCELLATIONS MUST BE RECEIVED IN WRITING. NO CANCELLATIONS OR TRANSFERS CAN BE MADE VIA TELEPHONE.

- If you cancel prior to May 15, 2012 there is a \$25 service fee to cover administrative costs.
- If you cancel between May 15 and June 1, 2012 there is a \$50 service fee to cover administrative costs.
- If you cancel after June 1, we are unable to refund your registration fee. (We are sorry but there are no exceptions to the June 1 deadline for canceling. All attendance guarantees are given to the hotel on June 1.)

You may transfer your registration to another person. You must notify us in writing of this change NO LATER THAN JUNE 1.

To cancel or transfer a registration, you must notify the NAMI Registrar no later than June 1, 2012 via email to: [convention@nami.org](mailto:convention@nami.org)