

Registration and Refund Policies

Membership Discount Policy

HECAOD offers discounted registration rates to attendees from institutions with an active Campus, ScreenU, Institutional, or Individual Membership. To be eligible for a member discount, your membership must be current and valid through the date of the event. Lapses in membership prior to the event may result in additional fees equal to the non-member rate being charged. Discount codes and instructions are typically emailed to members when registration opens and can also be found in the [Member Portal](#). If you have questions regarding your membership status or accessing your member discount, please contact us at hecaod@osu.edu.

Cancellation Policy for In-Person Events

Cancellation and refund policies for in-person events are event specific. These policies can be found on the event's webpage.

Cancellation Policy for Virtual Events

Our virtual offerings—which include webinars, learning collaboratives, and symposia—are subject to the following refund rules:

- **Virtual Events with Recording Access:** If your registration provides you with access to the event recording (whether the event is live or recorded), the registration is non-refundable.
- **Virtual Events (Live Only/No Recording):** If a virtual event is only available live and will not be accessible after the event concludes, a refund may be available. You must request the refund via email within 3 business days of the event to receive a refund, less a \$25 administrative fee.
- **CHES Add-Ons:** Fees paid for continuing education credit add-ons (like CHES) are non-refundable.

Cancellation requests must be emailed to hecaod@osu.edu. Cancellation requests will not be accepted over the phone. In the event this conference is cancelled or postponed due to unforeseen circumstances, registration fees will be refunded. However, HECAOD and The Ohio State University (OSU) are not responsible for additional costs and expenses related to your registration. HECAOD and OSU are not responsible for attendee connectivity related problems and will not reimburse registration fees related to these issues.

Substitution Policy for Web-Based Events

Substitutions for virtual events are allowed if the attendees are from the same institution or organization. Substitutions must be for two individuals within the same membership level or the difference in registration fees must be paid. Substitution requests must be emailed to hecaod@osu.edu and will not be accepted by phone.