SUBSTITUTION / CANCELLATION

Carnegie Learning, Inc. understands that circumstances may arise which require a substitution or cancellation of a participant's registration. There is no charge for any changes submitted prior to May 8, 2020. However, if a substitution or cancellation is submitted after May 8, 2020, penalties will be applied as follows:

1. Replacing an attendee
   • A substitute attendee will take the place of the confirmed attendee.
   • Carnegie Learning, Inc. may assess, at its sole discretion, a $50.00 administration fee to make the change.
   • In the event that travel has already been booked for the original attendee, the school entity will be required to absorb the cost of the new airline ticket purchase for the replacement attendee.

2. Cancellation without a replacement attendee
   • Confirmed attendee's registration is canceled.
   • In the event that travel has been booked for the canceled attendee, Carnegie Learning, Inc. may assess, at its sole discretion, a penalty equal to half of the inclusive registration purchase, or the full amount of booked travel (airfare + hotel), whichever is greater. For attendees using PD Conversion for payment: Carnegie Learning, Inc. may assess, at its sole discretion, a penalty equal to one full PD day/attendee canceled.

3. Cancellation after June 1, 2020
   • Confirmed attendee's registration is canceled.
   • Refund will not be issued after June 1, 2020; however, you may elect to substitute another attendee for the canceled attendee with the above stipulation (see #1).

4. Flight Changes
   • Each individual will have 24 hours to make flight changes once their flight confirmation is sent. Any changes requested after the 24-hour grace period has elapsed will incur additional fees, and will become the responsibility of the participant.
   • Individuals requesting changes or upgrades based on personal preferences should be prepared to pay any fees associated with those requests.