



The National Institutes Cancellation Policy

Change, Substitution, and Cancellation Policy

Carnegie Learning, Inc. ("Carnegie Learning") understands that unforeseen circumstances may arise which require a substitution or cancellation of a participant's registration. In such circumstances, Carnegie Learning will make every effort to accommodate district needs, while still recovering costs incurred as a result of the change request.

Carnegie Learning is closely monitoring government recommendations regarding COVID19, and will make every effort to ensure the safety of all attendees to The National Institutes ("TNI" or "Institute"). We recognize that the situation is fluid and that circumstances may arise which require schools or districts to make changes to their attendance plans.

Our policies regarding changes, substitutions and cancellations are detailed below.

Registration and Flight Changes

Registration Package Attendees:

Changes may be made to an existing registration, without cost, up until such time as air travel has been booked for the original registrant. Registrants attending on the registration package are entitled to *one* round trip economy (coach) class ticket per paid seat for travel to and from the institute. Once flights have been booked, any changes will be made and charges applied per the *Flight Changes* policy below.

Flight Changes

Carnegie Learning provides access to our partner travel agency for all flight bookings so that attendees may choose the best option for them from curated flight options that meet our program parameters. During the booking process, any requests for upgrades, specific seating assignments, etc. that result in additional fees are the responsibility of the attendee, and the attendee should plan to provide their personal payment to the travel agency at the time the upgrade/change request is made. Once the flights have been agreed upon and booked, any additional flight change requests may be directed to the partner agency.

Once the flight has been booked, the attendee should review the electronic ticket carefully. Attendees will have 24 hours to make changes to the booked flight, at no additional cost to the attendee. Once 24 hours from the time of ticketing have elapsed, the attendee will be responsible for any costs associated with requested changes including, but not limited to, dates of travel, times of travel, airline carrier, seating assignments, etc. Some airlines charge change fees, and some do not, but generally speaking all flight changes require the ticket to be repriced to the current market fare, which may result in a difference in cost between the original purchase price and the new ticket price with the change. Any additional cost for a requested flight change that takes place more than 24 hours after the time of ticketing is the responsibility of the attendee.

General Registration ONLY Attendees:

Changes to an existing registration may be made, at no additional cost to the attendee up until the registration system is locked for institute preparation, which typically occurs 2 weeks prior to the event.

Substitutions

Replacing an Attendee:

- A substitute attendee, designated by the purchasing district, will take the place of the confirmed attendee for the conference, and will attend in the originally selected format. The original attendee's registration will be canceled.
 - Carnegie Learning may assess, at its sole discretion, a \$50.00 administration fee to make the substitution.
- If a flight has already been booked for the original attendee, the district will be required to purchase a new airline ticket for the replacement attendee, as airline ticket purchases are *not transferable*, and only one round trip flight is included per registration.
 - In the event that Professional Learning ("PL") funds were converted to purchase registration, additional PL fund conversion will be required to cover the additional flight costs, if additional PL funds are available. If no remaining funds are available, the district will be responsible to purchase the additional flight directly for the substituted participant.

Cancellations

Cancellation without a Replacement Attendee (with replacement attendee, see *Substitutions*):

- Confirmed attendee's registration may be canceled without additional cost provided that no travel (flight or hotel) has been booked for the participant.
 - If the district has not previously held over purchased TNI seats, the district may elect to transfer paid seats to the next consecutive year's event provided that no travel bookings have occurred.
- In the event that a flight (or other travel) has been booked for the canceled attendee, Carnegie Learning will assess a charge equal to half of the registration package purchase.
 - The district may elect to transfer any remaining funds for paid seats to the next consecutive year's event (provided that no travel bookings have occurred, where applicable), assuming that the district is still within the expiration limit of one year after the date of the purchased PL.
- In the event that Professional Learning funds were converted to purchase registration, Carnegie Learning may assess, at its sole discretion, a charge equal to one full PL day per attendee canceled, if available.

Cancellation within 7 Days of Institute Launch:

Confirmed attendee's registration is canceled and penalties are applied as follows:

- **Substitution:** The school or district may elect to substitute another attendee for the canceled attendee with the terms set forth above under the heading *Substitution*.
- **With Travel Booking:** Carnegie Learning will assess the full cost of the registration fee as all materials, reservations, and arrangements will have been made in expectation of the attendee's participation.
- **Without Travel Booking:** If no flight arrangements have been made for the attendee, Carnegie Learning will assess a fee equal to half of the registration cost, as all materials reservations and arrangements will have been made in expectation of the attendee's participation. The district may elect to transfer any remaining funds for paid registrations to the next consecutive year's event, assuming that the district is still within the expiration limit of the purchased PL.

Cancellation for Attendees who Elect to Book Flights Outside of Our Partner Travel Agency

(direct through the airline, or using their own self-determined service):

- If a registered attendee elects to book their own flight, and then cancels the registration, they will be responsible for the cost of their purchased airfare, and will not be eligible for reimbursement by Carnegie Learning. Carnegie Learning is not responsible for any flight booked outside of our partner travel agency's services.
- The district may still elect to replace the attendee, or roll the registration to the next consecutive year's Institute per the cancellation policies detailed above (see *Substitutions*, *Cancellations without a Replacement...*, and *Cancellation within 7 days...*, as applicable).

No Shows

Registered Attendees Who Do Not Arrive and Do Not Cancel:

Registered attendees who do not show up for the Institute and do not contact institutes@carnegielearning.com regarding cancellation or replacement are considered No Shows. No Show registrations will be treated as though they attended, and will be charged the full registration cost.