



Cancellation Policy

NO REFUNDS WILL BE ISSUED 60 DAYS FROM THE ORIGINAL TRANSACTION DATE. *The final cutoff date for registration cancellations is on/or prior to July 13, 2018.* Cancellations submitted in writing on/or prior to July 13, 2018 will be refunded, less a \$75 (USD) processing fee *as long as the original transaction date is within 60 days.* **BEGINNING July 14, 2018, NO REFUNDS WILL BE ISSUED.** No refunds will be granted for no-shows. Please send any information regarding cancellation via email to conference@blackbaud.com.

Substitution Policy

Replacement of a registered conference attendee by a business colleague/co-worker will be accepted. One substitution per registration will be allowed at no charge if submitted by July 13, 2018. ***Beginning July 14, 2018, a \$75 (USD) processing fee will apply to all substitutions before the event and onsite.*** Original registrant must submit a written request for substitution to conference@blackbaud.com. A Blackbaud staff member will then contact the original registrant for more information on the substitute attendee. Payments for substitutions must be made before arriving onsite. **NO REFUNDS WILL BE ISSUED AFTER 60 DAYS OF THE ORIGINAL TRANSACTION DATE.**