

DMA08 Conference & Exhibition Payment, Substitutions and Cancellation Policy

1. PAYMENT

A completed registration form, along with full Payment to process your registration, your credit card number, or company check (payable to DMA), MUST accompany your registration. Registrations without full payment will not be processed.

2. SUBSTITUTIONS AND CHANGES

Please submit changes and substitutions in writing to DMA Registration & Housing. Delegates will receive a confirmation within seven (7) business days. Changes received after September 26, 2008, will be handled on-site.

3. CANCELLATIONS

If you must cancel, please submit cancellations in writing to the DMA Customer Service Department.

Registrations cancelled on or before September 12, 2008 will be refunded minus a \$50.00 processing fee. Cancellations for ECHO Gala or DMA Council events received after September 12, 2008 will forfeit their registration fee in its entirety. Cancellations for DMA08 conference packages received after September 12, 2008, will not be refunded, rather, funds will be held on account for 12 months minus a \$150 processing fee, applicable to future DMA events. No refunds or credits will be given for cancellations after October 11, 2008.

Registrants who do not cancel or arrange to have their registration fee held on account prior to the event, and fail to attend or send a substitute, forfeit their registration fee in its entirety. No refunds will be issued for any missed sessions or events, including sessions missed due to travel delays or cancellations