



## **TN Small Business Lenders Conference 2020 Cancellation Policy Effective April 15, 2020**

*Currently, we are fully anticipating conducting our annual conference August 19-21st as scheduled. In order to encourage sponsorships and registrations to continue, we have adopted a more favorable cancellation policy.*

***Individually Paid Attendees (not included with sponsorships) may cancel in writing at any time by emailing [TNSBLC@eventfullyyourz.com](mailto:TNSBLC@eventfullyyourz.com), and will have the following options:***

1. Substitute an attendee at any time up until the date of the event
2. Attend the event virtually instead and receive a partial refund (value of virtual event is \$199 for pre-paid onsite registrants – refund will be the amount paid less \$199)
3. Cancel entirely without virtual access –
  - a. If cancelled by June 19<sup>th</sup>, a full refund or credit\* may be received
  - b. If cancelled between June 20<sup>th</sup>-July 19<sup>th</sup> a 50% refund or a 75% credit\* may be received
  - c. If cancelled on or after July 20<sup>th</sup>, a refund or credit would not apply

*\*Credits are non-transferrable and may be used toward cost for same attendee for registrations within any one of the following conferences in 2020 or 2021: Music City Small Business Lenders Conference, America West Small Business Lenders Summit or Roadshow, or Kentucky Lenders Conference.*

***Sponsors may cancel their in-person participation in writing at any time by emailing [TNSBLC@eventfullyyourz.com](mailto:TNSBLC@eventfullyyourz.com) and will have the following options:***

1. Substitute attendees for any of your included sponsor attendees up until the date of the event
2. Attend the event virtually instead and receive a \$300 refund\*\* per virtual attendee
3. Cancel entirely without virtual participation –
  - a. If cancelled by May 19<sup>th</sup>, a full credit is issued
  - b. If cancelled between May 20<sup>th</sup>-June 19<sup>th</sup>, a 75% credit\*\* is issued
  - c. If cancelled between June 20<sup>th</sup>-July 19<sup>th</sup>, a \$500 credit\*\* per sponsor attendee is issued
  - d. If cancelled on or after July 20<sup>th</sup>, a refund or credit would not apply\*\*

*\*\*Sponsor payments are due in full by July 1<sup>st</sup> to avoid loss of benefits. If sponsor payments have not been made in full before a cancellation is requested, payment will remain due based on date cancelled, amount already paid, and credit applied. Credits are non-transferrable and may be used toward cost for attendee or sponsorship registrations for sponsoring company within any one of the following conferences in 2020 or 2021: Music City Small Business Lenders Conference, America West Small Business Lenders Summit or Roadshow, or Kentucky Lenders Conference.*

***If the conference is cancelled by the organizers due to COVID-19 restrictions:***

- If cancelled by June 19th, full refunds will be provided for sponsors and attendees, less a 10% processing fee.
- If cancelled on or after June 20th, a 75% credit will be applied for all attendees and sponsors to use for a 2020 or 2021 conference (choose from Music City, America West or Kentucky).

*As the situation is fluid, we will continue to update this statement if and when changes occur. Thank you for your patience during this unprecedented time. If you have any questions or concerns, please email [TNSBLC@eventfullyyourz.com](mailto:TNSBLC@eventfullyyourz.com) or call 844.887.6477.*