NC SUSTAINABLE ENERGY ASSOCIATION

# 2025 Clean Energy in the Southeast (CLE)
# Refund and Cancellation Policy

**Refunds**

- Registration cancellation and substitution requests must be made in writing to NCSEA via email: melissa@energync.org
- A full refund (minus a $50 processing fee) is available for cancellations received in writing by 2/7/2025, credited back to the original credit card used for payment.
- Cancellation requests received after 2/7/2025 are non-refundable. However, a substitute may attend in your place at no extra charge, provided you submit written notification by 2/17/2025. No substitutions will be accepted on the day of the event.
- Cancellation requests specifically related to COVID exposure or illness prior to and including the day of the event may be considered for full refund. Please refer to the "COVID Cancelation Policy" here.
- Refunds will not be available for registrants who choose not to attend an event due to general illness, scheduling conflicts, or other factors.
- If you have any questions regarding NCSEA's event refund policy, please reach out to Melissa Wilbur at melissa@energync.org.

**Event Cancellation/Postponement**

- NCSEA reserves the right to cancel an event due to low registrations or any other circumstances.
- If NCSEA cancels an event, registrants will be issued a full refund.

Should circumstances arise that result in the postponement of an event, registrants will have the option to either receive a full refund or use the credit towards the rescheduled event.