

HERS NEXT STAGES, NEXT STEPS CANCELLATION AND REFUND POLICY

We at HERS value our attendees and strive to provide them with the best possible experience at our programs. We understand that unforeseen circumstances may arise, and you may need to cancel your attendance at the HERS Next Stages, Next Steps Program. Therefore, we have developed a comprehensive cancellation and refund policy to ensure that our attendees have a clear understanding of our cancellation and refund procedures. The terms of this Policy apply to the Next Stages, Next Steps program.

1. Cancellation of HERS Next Stages, Next Steps Program Registration

If you need to cancel your registration for the HERS Next Stages, Next Steps Program you must do so in writing via email copying both our Budget Officer and the general HERS inbox (hers@hersnetwork.org) **no less than four weeks prior to the program start date**. HERS is unable to accept cancellations made over the phone or through any other means not otherwise allowable under this paragraph.

2. Refund Policy

2.1 Program Fee Refund Eligibility

The fee for the program will be refunded to you in full less a \$250 processing fee if you cancel your registration no less than four weeks prior to the start date of the Next Stages, Next Steps Program. Cancellations less than four weeks prior to the program start date are not eligible for program fee refunds, housing fee refunds, or partial board fee refunds.

2.2 Refund Processing Time

Once HERS receives your cancellation request, your refund will be processed within 14 business days. Please note that your bank or credit card issuer may need additional time to post the refund to your account.

2.3 Refund Method

HERS will refund your payment using the same method of payment that you used to register for the HERS Next Stages, Next Steps program. If you paid by credit card, HERS will refund the credit card used for payment. If you paid by check or wire transfer, HERS will issue a refund check or transfer the funds to your bank account, respectively.

3. No-Show Policy

If you do not attend the HERS Next Stages, Next Steps program and do not cancel your registration, you will not be eligible for a refund.

4. Force Majeure

HERS reserves the right to cancel or postpone the HERS program due to unforeseen circumstances, such as natural disasters, acts of terrorism, or other events that are beyond our

control. In such cases, HERS will notify all registered attendees as soon as possible and provide them with a full refund of their registration fees.

5. Liability

Unless otherwise provided in writing by HERS, HERS shall not be held liable for any expenses incurred by you, such as travel expenses or hotel reservations, in the event of a cancellation or postponement of the HERS program. You are advised to purchase travel insurance to protect yourself against any losses.

6. Governing Law

This Policy and all related documents, and all matters arising out of or relating to this Policy, whether sounding in contract, tort, or statute are governed by, and construed in accordance with, the laws of the State of Colorado (including its statutes of limitations), without giving effect to the conflict of laws provisions thereof to the extent that such principles or rules would require or permit the application of the laws of any jurisdiction other than those of the State of Colorado.

7. Contact Information

If you have any questions about our HERS Next Stages, Next Steps cancellation, refund, and deferral policy or need to cancel your registration, please contact us at HERS@hersnetwork.org.