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Substitutions are allowed and will only be recognized when the ticket holder submits the request via email to awards@ptc.org. Cancellation requests are subject to a processing fee of USD 25. Submit your cancellation request via email to awards@ptc.org. No refunds will be granted after 14 January 2020.

EVENT CANCELLATION OR POSTPONEMENT

PTC shall not be held responsible for any delay or failure in performance of its obligations to the extent caused by fire, flood, strike, civil, governmental or military authority, acts of God, acts of terrorism, acts of war, epidemics, the availability of the conference or course venue, or other similar causes beyond its reasonable control. In such event, PTC in its sole discretion may postpone, reschedule, or cancel the event without liability to any attendee for damages, costs, or expenses, including costs of transportation or accommodation. PTC's sole responsibility if the event is canceled or rescheduled for any reason would be a refund of the event tickets (if applicable).