

Policies for Zone Institute 2021

Registration Cancellation & Refund Policy

All registrations must be paid in advance via a credit card or a check from a U.S. bank mailed to Zones 25 & 29 Foundation, PO Box 13, Boerne, TX 78006.

Any registrations with any payments outstanding as of 15 August 2021 will be cancelled.

Online registration for the 2021 Zone Institute will close at 5:00 PM on 4 September 2021 CT (Evanston time). All registrations after 15 August 2021 must be paid in full when made.

Cancellations and refunds for registrations will be accepted through 11:59:59pm CDT 14 July 2021, less any foreign transaction fees, if any.

To cancel a reservation prior to 15 July 2021, send an email message to Registrar Linda Yates at yates.linda@sbcglobal.net. If you paid online by credit card, you will receive a full refund in the amount you paid, less any foreign transaction fees, if any. If you paid by check, you will receive a refund in the amount you paid less any foreign transaction fees, if any, within 30 days.

For cancellations beginning on 15 July 2021 through 11:59:59 pm CDT 14 August 2021, email Registrar Linda Yates at yates.linda@sbcglobal.net. All refunds between 15 July 2021 and 11:59:59 pm CDT 14 August 2021 will incur a \$50 processing fee plus any foreign transaction fees, if any. If you paid online by credit card, you will receive a full refund less the processing fee and any foreign transaction fees, if any, via your credit card. If you paid by check, you will receive a full refund less the processing fee and any foreign transaction fees, if any, within 30 days.

For cancellation requests on or after 15 August 2021, email Registrar Linda Yates at yates.linda@sbcglobal.net. There will be no refunds.

In cases of force majeure, when unforeseen circumstances make it impossible to attend, we will consider refund requests case by case. The \$50 processing fee plus any foreign transaction fees, if any, applies to all cancellations after 14 July 2021.

HOF Policies

House of Friendship attendees that paid a table rental fee, may attend those Zone events that are not restricted or by invitation only, on a seat available basis after the Zone registered attendees have been seated. No food or beverages are included.