

Shingo Prize 22nd Annual Conference 2010 Global Summit on Operational Excellence

Cancellation Policy

A. Conference registrations:

You may cancel without penalty if written cancellation requests are received up to and including 60 days prior to the start of the conference. Due to financial obligations incurred by The Shingo Prize, a credit less 50% of the registration fee will be issued for written requests received up to and including 45 days prior to the start of the conference. No refunds or credits will be issued on cancellation requests received less than 45 days prior to the start of the event.

Substitutions are allowed at any time with a \$50 processing fee. Substitutions for plant tours must be approved by The Shingo Prize and the tour facility and must be made at least 14 days prior to the event, subject to a \$50 processing fee.

B. Exhibitors:

You may cancel without penalty if written cancellation requests are received up to and including 90 days prior to May 17, 2010, the official start of the event. Due to financial obligations incurred by The Shingo Prize, a credit less 50% of the registration fee will be issued for written requests received up to and including 60 days prior to the start of the conference. No refunds or credits will be issued on cancellation requests received less than 60 days prior to the start of the event.

Non-payment or non-attendance does not constitute cancellation.

Should it become necessary for any reason to cancel this event, The Shingo Prize will provide as much advance notice as possible to all registered participants. The Shingo Prize will then refund all conference registration fees in full upon having announced any such decision. Should such action be required, The Shingo Prize cannot be held responsible for the cost of non-refundable airline tickets or transportation fees.

By registering for this event you agree to hold The Shingo Prize harmless and non-labile for any costs whatsoever should conference organizers need to cancel because of events beyond its control.

Conference organizers reserve the right to change or cancel any of the conference program and sessions without prior notice.