

Registration Refund Program: FAQ

Protect your investment *and* your peace of mind.

If you've traveled recently, you've noticed the option to protect your trip with travel insurance. Now, there's a similar option available for FCCLA's attendees: The Registration Refund Program.

What is the Registration Refund Program?

This program is optional and works like travel insurance. You can protect yourself by opting-in for coverage, which will provide a **100% refund of your registration fees** if you are unable to attend your event for a covered reason. There is no cost to anyone who chooses not to opt-in.

How does the program work?

During the online registration process, you can click a button to opt-in to the program for a small fee. Coverage starts from the moment you pay the registration and refund protection invoice and lasts until your event begins. If you need to cancel, you can submit your FCCLA cancellation in the 'Cancellation/Substitute Request' page. Once the cancellation is approved, you can easily submit a refund request through the user-friendly online portal by selecting the 'Request a Refund' link on the 'Refund Protection Status' page in the Portal. Once complete, refunds are typically issued within 48 hours.

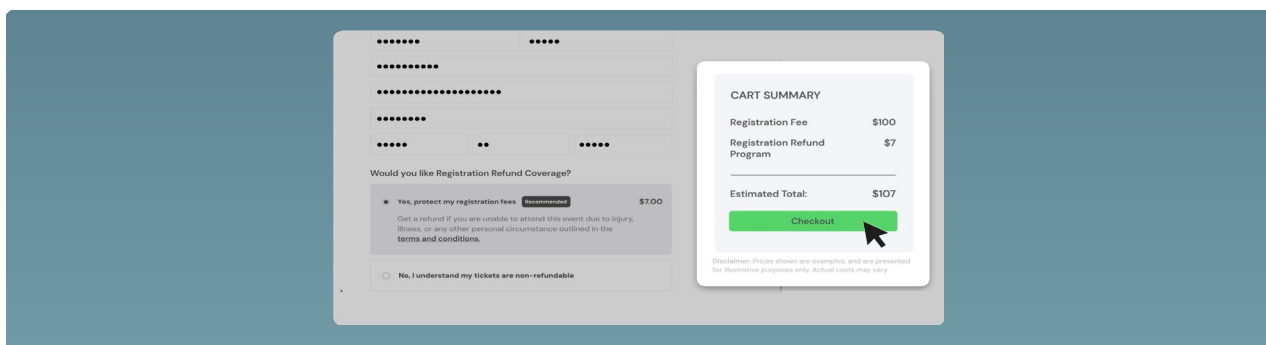


Scan the QR code or click the hyperlink [here](#) to watch a short video about the program!

How much does the coverage cost?

The cost of the program is only 7% of your total registration fees, which will be added to your registration total and invoice. This affordable fee provides comprehensive protection for your entire investment.

For example: An attendee's registration fees are \$585 for FLI. If they opt-in, the program's cost (\$40.95) will be listed as a line item in their cart, and added to their total. Their total registration cost including the Registration Refund Protection (\$625.95) will be charged at registration submittal.



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What are the benefits?

- **Financial Protection:** The program will provide you with a full refund of your registration fees, protecting your investment against unforeseen events.
 - **Comprehensive Coverage:** The program covers a wide range of situations, including illness, family emergencies, travel disruptions, severe weather events, and more.
 - **Extended Coverage Period:** Coverage begins from the moment you pay the registration/refund protection invoice and lasts until the first day of your event. This long coverage window provides maximum protection and complete, 100% refunds, no matter when you need to cancel.
 - **Peace of Mind:** You can register with confidence and commit to attending your event without worrying about the financial consequences of a last-minute emergency.
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What cancellation reasons are covered by the program?

The program covers a variety of situations that could prevent you from attending an event, including:

- Death, injury, or illness of the attendee or a family member
 - Travel disruptions, such as airport closures, car trouble, or public transportation strikes
 - Severe weather events, such as hurricanes, tornadoes, snowstorms, fires, or floods
 - Burglary, fire, malicious damage, or flood at the attendee's home or business
 - Jury duty, or being subpoenaed to appear as a witness in court
 - Unexpected job relocation, layoff, request to remain in-office, or business trip requested by the attendee's employer
- And more!

The Registration Refund Program has over **20 covered reasons for cancellation**. A full list of coverages and exclusions are linked in the terms and conditions, located on the FCCLA [FLI Orlando website](#) or the [FLI Anaheim website](#).

How do I request a refund if I need to cancel?

1. After opting in, you must submit your registration and the amount must appear on your FLI invoice.
 2. Click on the Refund Protection Status button on the Meetings & Events page to view your status. The status will say 'No' until the invoice is paid. The status will change to 'Yes' when you are officially paid and covered.
 3. If you cannot attend for any of the reasons listed in the terms and conditions, you must first submit the cancellation in the FCCLA Portal on the Cancel/Substitute Request page. Once the cancellation is approved, you can submit your refund request.
 4. Go to the Refund Protection Status to find the "Request a Refund Link". Your code will appear and all your information will transfer.
 5. Select your cancellation reason from a drop-down menu, and submit any required documentation (e.g., a doctor's note)
 6. Once submitted, you will receive a confirmation email. Once approved, you will receive a 100% refund of your registration fees, typically within a few days.
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