



**NASHVILLE, TN | MUSIC CITY CENTER**

**5 POLICY INFORMATION**

**Code of Conduct** AFP is committed to providing everyone with a great experience and a safe event. When you check in at the Music City Center in Nashville, you agree to the [AFP code of conduct](#).

**Cancellation Policy:** There is a \$100 cancellation processing fee charge for AFP 2024 Nashville. AFP accepts only written cancellations to [customerservice@afponline.org](mailto:customerservice@afponline.org).

Membership dues are individual, non-refundable and non-transferable.

Exhibitor Portal purchases are non-refundable.

Cancellations for registrations that were purchased after November 1, 2023, and the cancellation is received by September 13, 2024, may be eligible for a refund of the registration fee, less a \$100 cancellation processing fee.

**There are no refunds or credits for AFP 2024 Nashville cancellations received after September 13, 2024.**

**Substitution Policy:** There is no substitution processing fee charge for AFP 2024 Nashville, but additional fees may apply based on the substitute's membership status. If you cannot attend the conference, you may substitute another person from your company. Once a badge is picked up, the registration cannot be substituted. All requests for substitutions must be made in writing with a completed registration form by September 13, 2024, for AFP 2024 Nashville. If you must substitute after September 13, 2024, do not send registrations to AFP - these will be processed onsite at one of the "Registration Assistance" counters and all fees will apply.

**Photography and Videography Disclosure** Please be aware that upon registration for the event, you have provided AFP the right to use your photograph and potential video for AFP advertising, trade and promotion.

**Reasonable Accommodations:** If you require assistance to participate fully in the AFP Conference, please update your event profile online to specify your accommodation requirement at least 30 days prior to the event. An AFP staff member will contact you regarding your request.

**Questions:** Please call: +1.301.907.2862 and select 0 for the Customer Service department during the hours of 8:30 a.m.-5 p.m. ET, Monday thru Thursday, and 8:30 a.m.-1 p.m. ET Friday (closed on all U.S. federal holidays) or visit [www.AFPonline.org](http://www.AFPonline.org).

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