

## **FAQ: Conference & Retreat Cancellations/Refunds**

### **1. When and where will the next Annual Conference and HLUB Conference take place?**

Annual Conference: July 4<sup>th</sup>–9<sup>th</sup>, 2021 in Milwaukee, WI.

HLUB Conference: Summer, 2021 – Exact Dates and Location TBD.

### **2. Will I receive a full refund of my registration fee?**

Yes.

### **3. Should I contact the Hmong District in order to receive a refund? Is it necessary to contact my credit card company and/or bank to initiate this process?**

No. You do not have to contact the Hmong District. It is not necessary to contact your credit card company and/or bank or do anything else either.

We will initiate and process all refunds on our end. Should our office require additional information on individual and/or group reservations, May Her will be in contact.

### **4. How will refunds be distributed and returned?**

Refunds of registration fees will be returned to the original credit card and/or account used for payment. In the instance that registration fees were paid by check, refunds will be issued and returned in its original form.

### **5. When will the Hmong District begin the refund process?**

Immediately. But we kindly ask for your patience and understanding as this process will take time. The Hmong District has never processed refunds on such a large scale.

### **6. Once I receive a confirmation via email and a refund is processed, when can I expect to see the funds in my account?**

In most cases, 3-5 business days.

### **7. Will the Hmong District reimburse individuals and churches for lost travel expenses related to the pastoral retreats, the 42<sup>nd</sup> Annual Conference, and/or HLUB 2020?**

No. The Hmong District will not reimburse lost travel expenses. We ask that you contact your airline, charter service, rental company, etc. for reimbursement and/or credit for future travel. If you need a letter verifying the cancellation or postponement of conferences, please call the secretary of the Hmong District at 303-252-1793 or email at [info@hmongdistrict.org](mailto:info@hmongdistrict.org).

### **8. Should I have additional questions, who can I contact?**

For the Pastoral Retreats: N. Txooj Xyooob Hawj at [secretary@hmongdistrict.org](mailto:secretary@hmongdistrict.org).

For the Annual Conference: Kx. Ntxoov Laaj Hawj at [cm@hmongdistrict.org](mailto:cm@hmongdistrict.org).

For HLUB Conference: Xh. Xeev Tuam Thoj at [nextgen@hmongdistrict.org](mailto:nextgen@hmongdistrict.org).