

BOSTON, MA | BOSTON CONVENTION AND EXHIBITION 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 Boston Convention and Exhibition Center in Boston, you agree to the [AFP code of conduct](#).

Cancellation Policy: There is a \$100 cancellation processing fee charge for AFP 2025 Boston. AFP accepts only written cancellations to customerservice@afponline.org.

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

Exhibitor Portal purchases are not refundable.

Cancellations for registrations that were purchased after November 1, 2024, and the cancellation is received by September 19, 2025, may be eligible for a refund of the registration fee, less a \$100 cancellation processing fee.

Cancellations for Corporate Practitioner Team Pricing that reduce the total # in team to one or two registrants will adjust the attendee registration rate before a refund is issued for the cancellation, less the \$100 cancellation processing fee per person. One or two registrants do not qualify for team pricing and will be registered at the prevailing Full Conference pricing which has member and non-member rates based on the payment date.

There are no refunds or credits for AFP 2025 Boston cancellations received after September 19, 2025.

Substitution Policy: There is no substitution processing fee charge for AFP 2025 Boston, 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 19, 2025, for AFP 2025 Boston. If you must substitute after September 19, 2025, do not send registrations to AFP — these will be processed onsite at one of the "Registration Assistance" counters and all fees will apply.

Personal Information Sharing: AFP does not provide your phone number or e-mail address to those outside of the organization. Exhibitors and sponsors will receive a list of registered attendees, including name and primary mailing address. They are permitted to send a mailing promoting their participation before the event, and a mailing after the event to your primary mailing address on file. Login to your profile to [manage your preferences](#). [Need your password?](#)

Then, you will be able to:

- Update your primary address information by selecting Edit from Contact Information, and/or
- Opt-out by selecting Edit from Personal Information and then checking the box for "Do not share my contact information with AFP partners"

During the event, if you choose to visit an Exhibitor and allow your name badge to be scanned, your contact information (including name, title, organization, e-mail address and primary mailing address) will be shared ONLY with the exhibitor(s) that you permit to scan your name badge.

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 through Thursday, and 8:30 a.m.-1 p.m. ET Friday (closed on all U.S. federal holidays) or visit www.AFPonline.org.

FOR OFFICE USE ONLY	CC/CK# _____
ID# _____	Amt. \$ _____
Reg.# _____	LB Date _____