



## **AADSM Mastery Program FAQs**

### **When will the April Mastery Courses be rescheduled?**

The AADSM is working with the hotel and faculty to reschedule the April Mastery Courses for later in the year. We will be in touch with registered attendees to provide them with options as soon as they are confirmed.

### **Are Mastery 1 and 2 pre-requisites still due by April 3?**

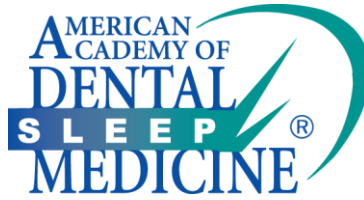
No. The deadline will be adjusted to align with new course dates.

### **Will hotel reservations automatically be cancelled?**

Yes, if you booked within the AADSM room block either through the AADSM website or using the AADSM group code, your reservation will automatically be cancelled by The Hyatt Lodge. If you booked outside of the AADSM room block or at another hotel, you must call the hotel where you have a reservation to cancel at least 72 hours in advance of when you are scheduled to arrive and are responsible for any associated fees from hotels. Please note that The Hyatt Lodge is aware that the April Mastery Courses are being rescheduled.

### **Will the AADSM refund for airline tickets or fees?**

No. The AADSM will not refund individual airline ticket costs. Please contact your airline directly regarding ticket transfers or cancellations. If you purchased travel insurance, please contact your provider for information and next steps.



### **Can I cancel my registration for the Mastery Program?**

Yes, in response to this unique situation, the AADSM has adjusted the cancellation deadline and will provide a refund if notification of cancellation is sent to Rose Zuniga at [rzuniga@aadsm.org](mailto:rzuniga@aadsm.org) by no later than **Wednesday, April 1**. Refunds will be processed within 90 days of receipt via electronic payment, check or international wire transfer.

NOTE: Avoid mail delays by receiving an electronic payment refund. For this refund method, provide the following information with your cancellation notification: Bank name, routing number, account number and name of account holder.