



## **AADSM Mastery Program Travel FAQs**

### **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. The phone number for The Hyatt Lodge reservations department is 1-877-803-7534. Please note that The Hyatt Lodge is aware that all Mastery courses have been cancelled.

### **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, the AADSM has adjusted the cancellation deadlines and will provide a refund if notification of the cancellation is received by the following deadlines.

Mastery Course I: Wednesday, July 1

Mastery Course II: Tuesday, September 1

Mastery Course III: Monday, November 2

Notification of cancellation must be submitted in writing to Rose Zuniga at [mastery@aadsm.org](mailto:mastery@aadsm.org). Refunds will be processed within 90 days of receipt via electronic payment, check or international wire transfer.