

Registration Refund Program: Organizer FAQ

The Basics

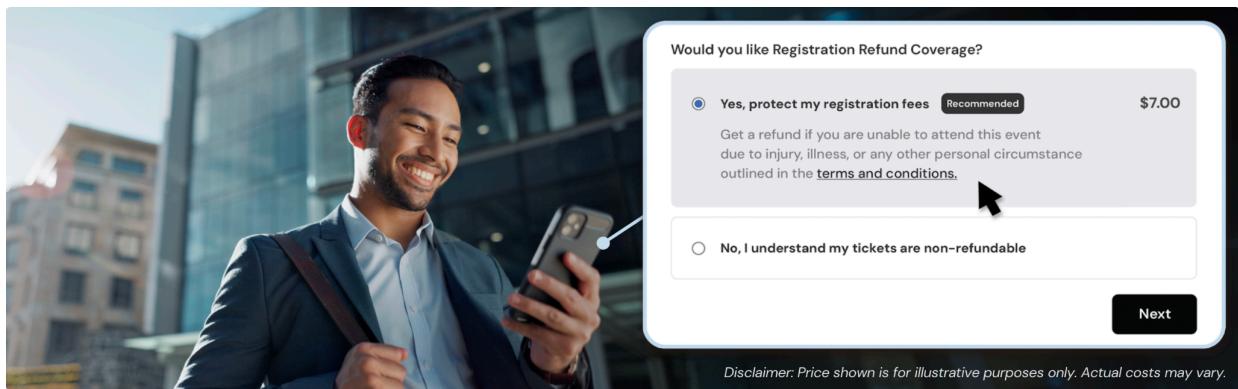
Q: What is the Registration Refund Program?

Think of it as "Travel Insurance" specifically for your event. It is an optional, low-cost protection offered to your attendees and/or exhibitors during the registration checkout process. If they are unable to attend your event for a covered reason — such as illness, travel disruptions, or severe weather — it will provide them with a 100% refund of their total registration fees.

To learn more, click [here](#) to watch a short video about the program!

Q: How does the program work?

While registering online, attendees can click a button to opt into the program for a small fee. Coverage starts from the moment they register and lasts right through your event. If attendees need to cancel, they can easily submit a refund request through our user-friendly online portal. Once complete, refunds are typically issued within 48 hours.



Q: Is the coverage comprehensive?

Yes. The program is specifically designed for the conference and tradeshow industry, and covers a wide range of unforeseen circumstances, including:

- Death, injury, or illness of the attendee or a family member
- Travel disruptions, such as airport closures, car trouble, or public transportation strikes
- Severe weather events, such as hurricanes, tornadoes, snowstorms, fires, or floods
- Unexpected job relocation, layoff, or request to remain in-office
- Exhibitor-specific coverage, such as if a booth shipment doesn't arrive in time
- And many more!

The Registration Refund Program currently has 21 covered reasons for cancellation. A full list will be linked in the program's terms and conditions located directly next to the opt-in button.

Q: What will the program refund?

The program will refund their total registration fee paid at checkout. This includes ticket prices for attendees, and booth space fees for exhibitors. It also includes any optional line items they might have added to their carts, such as workshops, banquets, educational seminars, and more.

Financial Questions

Q: How much does this cost the event organizer?

Nothing. There is zero cost to the organizer. The program is funded entirely by the small fee paid only by the attendees who choose to opt-in for coverage.

Q: How much does this cost the attendee or exhibitor?

The cost to the registrant is just 7% of their total registration fee. For a \$500 ticket, that is only \$35 to guarantee a 100% refund. It is a small price to pay for the total protection of their investment.

Q: If a refund is issued, where does the money come from?

This is the best part: the refund is paid by the program, not from your event's revenue. You keep the registration money you've already collected. We handle the 100% reimbursement to the attendee.

Q: How does this help my cash flow?

Because attendees feel secure, they are much more likely to take advantage of "Early Bird" specials and register months in advance. This puts cash in your bank account sooner while eliminating the risk of having to pay it back later due to cancellations.

Implementation & Administration

Q: How hard is this to set up on my registration page?

It's incredibly simple. We work directly with your registration company to add an "opt-in" button at checkout. If you use a major platform, we likely already have an integration ready to be switched on.

Q: Who handles the refund requests? I don't want my staff doing more paperwork.

Rainprotection handles 100% of the administration. If an attendee needs to cancel, they visit a pre-filled online portal to submit their request without ever needing to contact you.

The Value Proposition

Q: Why would I offer this instead of my standard refund policy?

Because your policy stops working exactly when attendees need it most. Most organizers stop offering refunds weeks before a show begins, yet most cancellations — like sudden illness or travel delays — occur in the final 48 hours before a show. Our program bridges that gap by extending coverage right through to the end of your event.

The demand is undeniable. Across the board, we are seeing over a 50% opt-in rate from attendees, demonstrating incredible appetite for this protection when the program is made available. Give them the safety net they want at no cost to you.

Q: How does this help my event's reputation?

The bottom line: experience is everything. In today's landscape, purchase protection is no longer a luxury — it's an expectation, just like travel insurance for flights. This program allows you to meet that expectation without spending a dime. You gain revenue security and eliminate administrative headaches, while your attendees get complete financial protection and the confidence to register early. With no cost to you and no cost to those who decline coverage, there is simply no downside to offering this program.