

# FAQ



## Safety Conference June 23-24, 2025 Milwaukee, WI

### **Why was the Safety Conference cancelled?**

Due to the recent bombing incident in Iran and the resulting heightened threat level for international travel and U.S. critical infrastructure, we made the difficult but necessary decision to cancel the conference. The safety and well-being of our members, partners, and staff are our top priority.

### **Will I receive a refund for my registration?**

Yes. All registered attendees will receive a full refund of their registration fee. Refunds will be processed as quickly as possible. You will receive a confirmation email from SGA once we have processed your refund. Please allow up to 10 business days for the credit to appear on your original form of payment.

### **Can I transfer my registration to a future event or hold a credit on my account?**

Yes. Please contact [memberservices@sganaturalgas.org](mailto:memberservices@sganaturalgas.org)

### **What about hotel or travel arrangements?**

Please cancel any hotel or travel reservations directly with your provider as soon as possible.

### **Will there be any cancellation fees for my hotel reservation?**

SGA is working closely with the host hotel to minimize or eliminate any cancellation fees for our attendees.

### **Will the conference content be shared in a different format?**

Yes. We are actively evaluating options to deliver the Safety Conference content in an alternative format. We will share updates as plans are finalized.

### **How will I know about rescheduled or alternative sessions?**

SGA will communicate updates via email, our website, and our official social media channels. Make sure you're subscribed to our emails to stay informed about new dates or online opportunities.

### **Who can I contact with additional questions?**

If you have any questions, please don't hesitate to contact our team at [MemberServices@sganaturalgas.org](mailto:MemberServices@sganaturalgas.org) or call (972) 620-8505.

We appreciate your understanding and flexibility as we navigate this situation together.