



MEAL PACK FOR 9/11 DAY

How Do I Cancel or Swap My ticket?

IF YOUR TEAM REGISTERED VIA EVENTBRITE:

If someone can't attend, please follow these steps so their spot can be reallocated:

1. **On or before September 4: Cancel the ticket in Eventbrite.** This immediately re-opens the spot for another participant to register and receive a ticket. ([How-to guide link here](#))
2. **From September 5 onward: Forward the ticket.** Send the ticket from your email to your team lead or a colleague who can attend in your place.

IF YOUR GROUP REGISTERED INTERNALLY (VIA YOUR COMPANY):

If you registered through your company's internal system and **you already received your ticket**, please **forward your ticket** to your corporate team lead/champion. They can then assign it to someone on a waitlist or another employee who can use the spot.

Tip: Tickets are sent from **noreply@order.eventbrite.com**. If you can't find yours, search that address and please check your spam.

For additional support, contact **registration@911day.org**.