

ViTS/VoTS Cancellation Policy

****Please Note: This cancellation policy does **NOT** apply to Instant Meeting subscriptions.*

If you have regularly **scheduled voice or video teleconferences that fall on a holiday or during a leave period**, please take the following steps to assure that NASA isn't billed for scheduled conferences not cancelled:

- Contact the NASA Reservations Center for VoTS (voice): 1-877-232-NASA (6272) and ViTS (video): 1-877-857-NASA (6272).
- Provide the confirmation number, specific date, and time of the voice or video conference that will be cancelled (especially if it is a recurring conference).
- If you do not have the confirmation number of the conference you need to cancel, it can be found using the conference leader's last name.
- If you have several conferences or a recurring conference, please be specific about which one is to be cancelled.
- Reserved conference **must be cancelled within 30-minutes of the scheduled start-time of the call** in order to avoid the cancellation fees.
- You will receive confirmation of the cancellation via email for your records.

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