

## Event Policy Raleigh-Durham IIA

1. Advance event registration is facilitated through the chapter website. An event contact shall be established and communicated for each event.
2. Advance registration confirmation shall be provided to each registrant by way of e-mail to the address noted in the registration.
3. Unless otherwise noted, registration cancellations must be e-mailed to the event contact by 5:00 pm, five (5) business days before the event.
4. Unless otherwise noted in event registration materials, walk-ins may be denied access to events based on location restrictions and availability of materials.
5. All registrants must check in at the event registration table upon arrival at the event.
6. Registrants may provide a substitution, subject to the following:
  - a. Substitutes must be for the same chapter event
  - b. If the substitution is made on the day of the event, the substitute must communicate this at the check-in table.
  - c. Upon substitution, responsibility for fees transfers to the substitute.
7. Event Payment Methods: Participants must pay in advance by Paypal (facilitated by the Chapter's website) or by cash or check prior to entering the event. Participants not paying via one of these methods may be denied entrance to the event. If a check is returned due to insufficient funds, the associated bank fee charged to the chapter will be included with the unpaid balance billed to the registrant. Invoices can be requested and sent to registrants prior to the day of the event.
8. "No Shows":
  - a. Registrants who do not attend, do not cancel, or do not provide a substitution before the deadline referenced above are deemed "No Shows" and remain responsible for the full registration fees.
  - b. If a Registrant does not attend, cancel, or provide a substitution before the deadline for an event free of charge to members, the "No Show" will be responsible for any costs (food and/or room) the Chapter is unable to recover for that individual.
  - c. "No-Shows" may not apply registration fee charges to a future event.
9. Members who maintain unpaid event fees may be subject to either or both of the following until charges are settled:
  - a. denial of entrance to subsequent events
  - b. withholding CPE certificate
10. Refunds shall only be given if one of the following conditions is satisfied:
  - a. A registrant has prepaid for an event that is cancelled by the chapter for any reason (speaker issues/conflicts, unexpected low attendance #'s, etc.)
  - b. A registrant cancels his/her intentions to attend in accordance with terms herein.