

EVENT REGISTRATION AND REFUND POLICY

Registration Fees

To qualify to register for a CAPACRAO event, the registrant must be a member in good standing. Special guests may register with prior approval of the Executive Board.

Early Bird Registration Fees

To qualify for the early bird registration rate, online registration must be entered by 11:59 PM EST the last day of the early bird registration period.

Payment

Registrations MUST be accompanied by check, money order, or credit card charging authorization. Funds must be in U.S. dollars. Checks or money orders should be made payable to CAPACRAO. Payment is to be received prior to the event.

If payment is not received by the event, the following late fees will be applied and sent to the member institution for collection:

- \$25 late fee for all CAPACRAO events except the Annual Conference
- \$50 late fee for the Annual Conference

Substitutions, Cancellations, and Refunds

All changes, substitutions, and cancellations must be made in writing. Substitutions may be made without penalty.

Deadlines for refund of attendee registration, guest or workshop registration fees:

- **Up Until 30 Days Prior to the Event Date** – Full refund less 10% or \$10, whichever is greater.
- **30 Days Prior to the Event Date** – No refund and unpaid fees will be billed to the member and/or member's institution.

If, in the sole discretion of the Executive Board, an extraordinary circumstance occurs, the board may consider a waiver of the 10% cancellation penalty on a case-by-case basis. If an attendee feels that he/she has experienced an extraordinary circumstance, he/she should email the President with as much information as possible. The appeal will be brought up at the next available board meeting for discussion and a decision vote. Once a decision is reached, the President will notify the affected individual. The board decision will be considered final and there will be no further appeals process.

If a CAPACRAO event is canceled, the sponsoring committee will make every effort to notify registrants in advance. CAPACRAO will not hold institutions responsible for the event registration fee; however, it is not responsible for any charges or cancellation fees assessed by airlines, hotels, or travel agents.

Special Needs or Questions

Special needs requiring accommodation to fully participate or any questions about the event should be directed to the Local Arrangements committee.

Adopted: November 2015