REGISTRATION AND REFUND POLICIES

REGISTRATION POLICY:

Persons who are attending the conference may register online up to October 27th, 2017 (or until the conference is sold out, whichever occurs first).

- **Payment**
  - Must be received in full *one week prior* to the conference.
  - Attendees for whom payment has not been received will not be permitted to enter the conference. If registered as a group, all members of that group will not be permitted entrance until payment is received.
  - Payment will be accepted via PayPal, credit card (through PayPal system – *no PayPal account required*), or cheque through mail.
  - For registration on the day of the conference, payment by cheque, cash and credit card is available.

- **Membership discount**
  - *The email associated with your ONTABA membership account must be entered to receive your membership discount.*
  - Your ONTABA membership must be active for the current year to receive the discount.
  - Entering an email not associated with your ONTABA account will charge you full price.
  - Price differences due to different email addresses will not be adjusted by ONTABA.
  - Should price differences be noted due to an inactive membership at the time of registration the attendee will be required to pay the price listed at the time of conference registration.
  - The attendee will be required to pay the cost as listed on the registration page.

- **CEUs**
  - If you wish to collect CEUs at the conference, check the CEU box on the registration form.
  - *Required payment for CEUs will be collected at the conference. ONTABA must receive payment prior to the release of your confirmation of CEU certificate.*
  - Cash or cheque will be accepted.
• You must be a member of ONTABA at the time of registration to receive free CEUs.

  o Group discounts
    • Groups of five or more will receive an automatic group discount of 10%.
    • All group attendees must register at the same time (or at least in groups of 5) to receive the group discount.
    • Adding others later or groups of less than 5 people will not receive the group discount.

REFUND POLICY

  o There are no refunds for no-shows.

  o As indicated on the registration form, there are no refunds for cancellations.

  o Substitutions are allowed and must be submitted in writing. Substitutions are not guaranteed until confirmed by conference co-chair. Please email conference@ontaba.org about such substitutions. There is no substitution fee.

  o Payment adjustments due to registrant error will not be considered. Registrants must ensure correct registration before completing payment.

  o Refunds will be considered for medical and family emergencies only. Requests for refunds as a result of this need to be submitted in writing to conference@ontaba.org no later than November 18th, 2017 and will be considered for a refund on an individual basis. Any requests made after this date will not be considered.

VIDEOS & PHOTOGRAPHY POLICY

Any photos or videography taken at the conference by ONTABA (or agent of ONTABA) may be used in future conference collateral, appearing either in printed documents, video productions, or on the ONTABA website. We appreciate your consent to use these photos for the purpose of sharing and promoting the conference. Submission of your conference registration form to ONTABA acknowledges acceptance of these terms and provisions of registration.
**E-MAIL USAGE POLICY**

By submitting your email address during the conference registration process, either online or by submitting with your mailed or faxed registration form, you agree that ONTABA may send you conference related information. A valid email address is required for all registrations. All conference correspondence will be made through e-mail. A valid e-mail address is required. Your information will only be used by ONTABA as needed to communicate conference-related information and notifications. Personal data charges may apply.

**SPECIAL ACCOMMODATIONS POLICY**

ONTABA will attempt to make accommodations for convention attendees with disabilities. Individuals requiring special arrangements may submit information about their needs in writing to conference@ontaba.org for consideration by Monday, October 23rd, 2017. Requests will be considered on an individual basis.

**NAME BADGES**

Name badges are required for entry into all ONTABA events and presentation rooms. Registrants receive a name badge on site at the time of registration. There is a $10 cost for lost badges. Registrants must bring their name tag for the second day of the conference if they are attending both days. All registrants are required to have a visible name badge to attend any of the scheduled sessions.