

**Iowa Chapter, National Association of Social Workers**  
**Workshop and Conference Registration & Refund Policy**  
(Adopted by the Iowa Chapter NASW Board, November 30, 2007)  
Amended by the Iowa Chapter NASW Board, June 20, 2008)

The registration and refund policy of the Iowa Chapter NASW is subject to amendment by the Board of Directors without notice to the membership. The registration and refund policy applies to all Iowa Chapter NASW workshops and conferences, referred to in the policy as educational events. To receive the current registration and refund policy, go to <http://www.iowanasw.org> or contact the Chapter Office at [nasw@iowanasw.org](mailto:nasw@iowanasw.org) or at 515/277-1117.

### **Registration Deadline**

- Early Registration deadlines are up to 30 days before the date of the educational event.
- Confirmation will be e-mailed and/or mailed within 5 days of receipt of a completed registration form with full payment.
- Early Registration dates will be noted on each educational event brochure.

### **On-site Registration**

- If space is available at the educational event, an individual may register on-site for the cost of the regular registration fee.
- On-site registration does not guarantee the registrant will be provided included meals and other pre-planned items such as copies of materials.

### **Cancellation of a Workshop or Conference**

- An educational event may be cancelled:
  - If the number of paid attendees required to financially break even on the costs related to the event are not registered by the registration deadline.
  - If there is inclement weather conditions preventing the majority of the participants or the presenter from arriving at the event.
- Iowa Chapter NASW will notify registrants by phone and e-mail of a cancellation.
- Refunds will be made within 30 days of cancellation.
- Iowa Chapter NASW will cancel an educational event only in extreme inclement weather conditions. If the weather is questionable, contact the Chapter Office at [nasw@iowanasw.org](mailto:nasw@iowanasw.org) or 515/277-1117.
- If an educational event is cancelled, a recorded message will be on the Chapter Office answering system.
- Whenever possible, cancellation of an educational event due to extreme inclement weather conditions will be posted on the chapter website at <http://www.iowanasw.org>, registrants will be contacted by phone, and an e-mail notice will be distributed.
- The Chapter Office will notify all registrants within 5 business days of the cancellation that either the educational event has been rescheduled or that a refund will be issued.
- Iowa Chapter NASW reserves the right to substitute presenters when necessary without prior notification.
- The following will be noted on all Iowa Chapter NASW continuing education material: "The opinions, findings, recommendations, or conclusions expressed by a presenting author or speaker do not necessarily reflect the views of the Iowa Chapter NASW."

### **Registration Process**

- All registrants must submit a fully completed Iowa Chapter NASW Registration Form for an educational event.
- Full payment must be included with the Registration Form.
- A registrant's eligibility for member rates at an educational event is based on the current NASW Membership category in the National NASW Database System.

- A Registration Form received without payment will not be confirmed or processed until full payment is received.
- Registration made by telephone will not be confirmed or processed until a Registration Form and full payment is received.
- All returned checks will be assessed a \$35 service charge.
- Registrants must mail or otherwise deliver a Registration Form and check or money order (payable to NASW, Iowa Chapter) to Iowa Chapter NASW, 1620 Pleasant Street, Suite 212, Des Moines, IA, 50314.

### **Americans with Disability Act (ADA) Accommodations**

- Educational event brochures will include the following: “A registrant who requires ADA accommodation to attend or participate in this [conference or workshop] will include a written request for accommodation with the completed Registration Form and fee payment.”
- The written request will include the specific accommodation required by the registrant such as; Deaf and HOH translation, wheelchair accessibility, special dietary requirements, etc.
- To best enable the Iowa Chapter NASW to meet the registrant’s need for ADA accommodation, the registrant should submit the written request a minimum of 14-days prior to the educational event.
- Iowa Chapter NASW will make every effort to accommodate an ADA request submitted less than 14-days prior to the educational event, but cannot guarantee the accommodation.

### **Registration Refunds**

- A refund or credit will not be made for any reason to a registrant who attends any part of an educational event.
- A “partial refund” will not be made to a registrant who misses a portion of an educational event.
- A registrant who submits a written letter or email refund request **up to 5 working days prior** to the date of the workshop or conference will receive a refund. The refund will be for the amount of the educational event registration fee, minus a charge for administrative cost.
  - The registrant may choose to receive credit toward a future educational event rather than a refund. The credit will be for the amount of the educational event registration fee minus a charge for administrative cost.
- A registrant who does not attend an educational event may submit a written or letter or email refund request up to 30 days after the educational event for:
  - Professional responsibilities,
  - Personal reasons, or
  - Inclement weather that precludes their attendance.
- The registrant may choose to receive a refund or credit toward future educational events.
  - The refund or credit will be for the amount of the educational event registration fee minus a charge for administrative cost and an added charge for late refund request.
- A refund or credit will not be made to a registrant who submits a written refund request more than 30 days after the date of the educational event.

### **Certificate of Attendance**

- Attendance certificates will be distributed within 30 days after a workshop or conference.

If a registrant leaves early or signs in late, the number of continuing education credit hours will be adjusted to reflect the hours of attendance at the workshop or conference.