

Registration & Refund Policy

(Revision Adopted by the Chapter Board, June 13, 2015)

Registration Deadlines & Fees

- Registration deadlines are a minimum of 2 weeks before the date of the professional development workshop, symposium, conference, conference call or webinar.
- Registrations received after the 2 week deadline will incur a \$15.00 non-refundable processing fee; 1 week prior to the professional development workshop, symposium, conference, conference call or webinar date will incur a \$25.00 non-refundable processing fee; and within a 24 hour deadline of the scheduled professional development workshop, symposium, conference, conference call or webinar will incur a \$40.00 non-refundable processing fee.
- All registration processing fees begin at 5pm at close of business on the date of deadline.
- Registration confirmation notices will be mailed within 2 business days of receiving a completed registration form with full payment.
- If space is available in the professional development workshop, symposium, conference, conference call or webinar, registrants may register on-site for an additional \$40.00 non-refundable processing fee paid by credit card or cash only.

Cancellation/Closing/Notices

- Professional development workshop, symposium, conference, conference call or webinar may be cancelled if a minimum of 20 (or break-even point if less than 20) paid registrants are not registered by the deadline.
- NASW-Missouri Chapter will notify registrants by phone and e-mail of any cancellations. Refunds will be made within 30 business days of cancellation if no other professional development workshop, symposium, conference, conference call or webinar is scheduled.
- Professional development workshops, symposiums, conferences, conference calls or webinars will only be cancelled in extreme inclement weather conditions. If the weather is questionable, please contact the Chapter office at chapter.naswmo@socialworkers.org or 573.635.6965. If a professional development workshop, symposium, conference, conference call or webinar is cancelled, there will be a recorded message on the Chapter office answering system. Every effort will be made by the Chapter office staff to announce cancellations of a professional development workshop, symposium, conference, conference call or webinar due to the extreme inclement weather conditions in advance by posting the notices to the chapter website, phoning the registrants, and disseminating an e-mail notice. The Chapter office will contact all registrants within five (5) business days of the event cancellation date to notify them of rescheduling or a refund. In the event the professional development workshop, symposium, conference, conference call or webinar is cancelled while in progress, registrants will receive a full credit of their registration fees minus any non-refundable additional fees valid for one year to be utilized toward the rescheduled or other professional development workshop, symposium, conference, conference call or webinar sponsored by NASW-Missouri Chapter.
- NASW-Missouri Chapter reserves the right to substitute presenters when necessary without any prior notification.
- Any opinions, findings, recommendations or conclusions expressed by the author(s) or speaker(s) do not necessarily reflect the views of NASW-Missouri Chapter. This will be displayed on all professional development workshop, symposium, conference, conference call or webinar material for the chapter.
- When a professional development workshop, symposium, conference, conference call or webinar is cancelled by the chapter and a registrant transfers to another professional development workshop, symposium, conference, conference call or webinar and then the registrant cancels their attendance to the subsequent workshop a \$15.00 non-refundable processing fee will be accessed.

Registration Process

All registrants must complete a NASW-Missouri Chapter Registration Form for professional development workshops or conferences:

- Fill in all requested information on form.
- Carefully print using a blue or black ink pen.
- Include full payment. No registration will be processed without full payment.
- All returned checks will assess a \$25.00 service charge and will be subject to the NASW-Missouri Chapter Check policy procedures for collection.
- When registering by fax, mail, phone or online, review the following process:
FAX completed registration form with credit card number, expiration date, cvv#, and signature to (573) 635-6728.
MAIL completed registration form with a credit card number, expiration date, cvv#, and signature, or a personal check or money order made out to NASW-MO Chapter to PO Box 2043, Jefferson City, MO 65102-2043.
PHONE: Information will be taken, but registration will not be confirmed until payment (either by check or credit card) has been received.
ONLINE: Visit the NASW Web-site at <http://www.nasw-mo.org> to register online or to view Professional Development Workshops or Conferences.

- Registrant's professional development workshop, symposium, conference, conference call or webinar fees are based on the current Membership category as listed in the Associations Database System at the time of the registration. Membership status will be verified and credit card charges will be adjusted accordingly if necessary.
- All Registration Forms will have the following language included: **NOTE ON ACCOMODATIONS:** If you require accommodations to permit your attendance or participation, please provide a written request, along with a completed registration form

and payment at least 30 business days prior to the registration deadline for the professional development workshop, symposium, conference, conference call or webinar. Requests received after the 30 day deadline may not be able to be processed or fulfilled in time for the activity.

Registration Refunds/Credit/Transfers

- If a registrant is unable to attend (i.e.-notification to the chapter office prior to, the day of, or not attending at all for the professional development workshop, symposium, conference, conference call or webinar) or registers for the wrong professional development workshop, symposium, conference, conference call or webinar, 75% of the paid registration fee minus any non-refundable additional fees will extend to the next available NASW Missouri Chapter professional development workshop, symposium, conference, conference call or webinar of the registrants choice within one year. The remaining 25% and any non-refundable additional fees will be applied to the original professional development workshop, symposium, conference, conference call or webinar to cover processing fees.
- Registrants will receive no "partial refunds" for missing a portion of any professional development workshop, symposium, conference, conference call or webinar.
- If a registrant has a personal or professional emergency, a written refund request must be received by the chapter office. Refund requests received 5 business days before the professional development workshop, symposium, conference, conference call or webinar will be considered for an 80% refund. The remaining 20% and any non-refundable additional fees will be retained by the chapter to cover processing fees.
- Refunds will not be given after the program has been conducted and the participant has attended, received the material and knowledge of a professional development workshop, symposium, conference, conference call or webinar.
- If a registrant requests a "transfer" to a designated workshop then all paid registration fees will be transferred minus any additional processing fees. Registrant is responsible for any additional professional development workshop, symposium, conference, conference call or webinar fees for the new professional development workshop, symposium, conference, conference call or webinar plus a \$15.00 non-refundable processing fee which must be paid at the time of transfer and paid with a valid credit card.
- If a registration is paid by two payer sources, NASW Missouri Chapter will acknowledge the first payment as a completed registration and paid in full for the program. Any duplication of a registration or duplication of payment will be subject to credit only, a refund will not apply.

Certificate of Attendance

- During check-in for all professional development workshops or conferences, registrant must show valid picture ID and membership ID (if applicable) to receive credit for a professional development workshop, symposium, conference, conference call or webinar attendance.
- Certificates of Attendance will be distributed at or within thirty (30) business days of the professional development workshop, symposium, conference, conference call or webinar.
- Certificates of Attendance for a "live" webinar or teleconference will be issued upon completion of a professional development workshop, symposium, conference, conference call or webinar evaluation. Registrants will have thirty (30) business days to complete an evaluation and return to the chapter office. After 30 business days, the professional development workshop, symposium, conference, conference call or webinar file will be closed and all requests for production of the Certificates of Attendance will be charged a \$15.00 non-refundable processing fee.
- If a registrant must leave early or sign in late, the number of professional development hours will be adjusted to reflect the total number of hours of attendance at the end of the professional development workshop, symposium, conference, conference call or webinar. All registrants will be issued one (1) Certificates of Attendance (ce) per professional development workshop, symposium, conference, conference call or webinar. If a replacement copy is needed, a \$15.00 processing fee will be incurred at the time of request. Licensure Prep Course registrants do not receive a Certificate of Attendance or Letter of Attendance, but may submit a written request along with a \$5.00 processing fee upon completion of the course.
- If a webinar or conference call registrant does not answer all roll-calls, participate in the discussion, acknowledge staff's inquiries, or contact the chapter office to acknowledge connection, a 10 question exam over the presentation will be provided upon request to the registrant to be completed within 5 business days of issuance. Registrant must successful complete the exam with a passing score of 70 percent or above in order to receive a Certificate of Attendance. All webinar or conference call registrants must be authorized to utilize only one exam pursuant to this section per calendar year.

Notice to all potential Professional Development Workshop, Symposium, Conference, Conference call or Webinar Registrants

Registration and Refund policy subject to change without notice. Depending on publication date, Professional Development professional development workshop, symposium, conference, conference call or webinar marketing material may not reflect the most current Registration and Refund Policy. Please be advised that the most current Registration and Refund Policy applies to all NASW Missouri Chapter Professional Development professional development workshop, symposium, conference, conference call or webinar. To view the most current Registration and Refund Policy visit www.nasw-mo.org or contact the chapter office.