

## Event Policy

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1. Advance event registration is facilitated through the ERM Initiative 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. If written cancellation requests are received by 5:00 PM Eastern time, twenty-one (21) days **PRECEEDING** the date of the event, **the registration fee will be refunded less a \$50 processing fee.**
4. Due to financial obligations incurred by the ERM Initiative, a credit voucher equal to 50% of the registration fee will be issued for written requests received by 5:00 PM Eastern time, seven (7) days **PRECEEDING** the date of the event.
  - a. Credit vouchers can be applied towards future ERM Initiative events within 12 months of the cancellation.
5. **No refunds or credits** will be issued for written cancellation requests received **after 5:00 PM Eastern time within seven (7) days PRECEEDING** the date of the event.
6. **A full refund 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 Initiative for any reason (speaker issues/conflicts, unexpected low attendance #s, etc.). **NOTE:** All other costs (exchange rate fees, airfare, etc.) incurred by the registrant for the event are the responsibility of the registrant with no additional refunds from the ERM Initiative.
  - b. A registrant cancels his/her intentions to attend in accordance with terms herein.
7. Unless otherwise noted in the event registration materials, walk-ins may be denied access to events based on location restrictions and availability of materials.
8. All registrants must check in at the event registration table upon arrival at the event.
9. Registrants may provide a substitution, subject to the following:
  - a. Substitutes must be for the same 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.
10. Event Payment Methods: Participants must pay in advance by credit card (facilitated by HigherOne) 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 ERM Initiative 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.
11. "No Shows":
  - a. Registrants who do not attend, do not cancel in accordance with the policies outlined in this document, or do not provide a substitution before the deadlines referenced above are deemed "No Shows" and remain responsible for the full registration fees.
  - b. If a Registrant does not attend, cancel in accordance with the policies outlined in this document, 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 Initiative is unable to recover for that individual.
  - c. "No Shows" may not apply registration fee charges to a future event.
12. 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 of CPE certificate