

# Event Policies

## Events & Webinar Policies

### **Events are subject to cancellation at any time.**

APA and AAPA reserve the right to limit enrollment to ensure that published objectives are achieved. Event may be subject to cancellation due to low attendance.

**Registration Fees:** Registration form with payment must be received at least five business days in advance of the course start date to guarantee your registration. You will receive e-mail confirmation of your registration and class date after your completed form and payment have been received and processed. Fees include course manuals, all meeting materials, and **may** include a continental breakfast each morning and lunch each day.

If you have a disability, require special services, or special diet requests, please contact us at least 14 days in advance of the event. If you have not received confirmation of your registration one week prior to your

seminar, please call AAPA at (210) 630-4373, M - F, 8 a.m. - 6 p.m. CT to confirm your registration.

**Same-Day Registrants:** Participants registering on the day of the program may enroll 15 minutes after all pre-registered participants have signed in. If there are insufficient class materials for same-day registrants, they will receive the materials at the earliest possible date following the seminar.

### **Travel Arrangements/Hotel Accommodations:**

Attendees are responsible for their own travel arrangements to and from events. No room blocks are being held for the APA or AAPA at seminar hotels. Room reservations and hotel charges are the responsibility of the individual. Parking fees are the responsibility of the attendee.

## Transfers/Substitutions/Cancellations/Refunds

A **transfer** is a request to change the location or date of your course. A **substitution** is to replace the name of the person attending.

### **Transfers/Substitutions**

**Courses:** A \$45 administrative fee will be assessed for each transfer and/or substitution. Some restrictions may apply.

Either of these changes should be made by calling Membership Services (210) 630-4373, M - F, 8 a.m. - 6 p.m. CT. Each transfer and/or substitution will require completion of a transfer/substitution form and will be assessed the fee. A representative can provide the form.

A transfer fee **will** apply if the incorrect location or date is selected.

Please verify that you select the correct location and date to avoid transfer fees.

**Webinars and Webinars On Demand:** A \$45 administrative fee will be assessed for each transfer and/or substitution. Transfers or substitutions will not be honored the day of the program or if the program license has been activated.

### **Cancellations/Refunds**

**Courses:** Written requests received at least seven business days prior – full refund; four to six business days prior – refund less a \$50 service charge; fewer than four business days prior – a credit will be issued less a \$100 service charge. Credits are applicable only to future

AAPA educational programs and are valid for one year from the date of issue. Cancellations the day of the program or after the program are nonrefundable and noncredited.

### **Webinars and Webinars On Demand:**

Cancellations or refunds will not be honored the day of the program or after the program or if the program license has been activated.

**Refunds:** A check will be mailed to you for refunds; no refunds will be made directly to your credit card account.

**Congress Policy:** Because Congress is always fully booked, AAPA **cannot** honor cancellations or refunds. However, you may substitute another member or colleague from the same street address by faxing a letter to us at (210) 630-4410 with the following information: original registrant's name, new (substitute) registrant's name, title, company name, full street address, and phone number.

If you are unable to attend and cannot find a substitute, notify us in writing one month prior to the event, and you will be issued a credit to your AAPA account for another AAPA sponsored meeting less a **\$150** cancellation fee. This credit is good for one year from date of issue; **no exceptions will be made to this policy.**

A \$45 administrative fee will be assessed for each substitution.