

## **PMI-OC Event Registration and Cancellation Policy**

Effective June 30, 2008

### **Event Registration Deadline and Payment**

Online registration is available until 10:00pm PT two days before a scheduled event, unless otherwise specified. Special events may have an earlier event registration deadline and will include such notice on their event postings on our website. If you register for an event and receive an error message or are unsure if something is wrong, send an email to [finance@pmi-oc.org](mailto:finance@pmi-oc.org) as soon as possible.

If you do not register by the event registration deadline and the event has not reached maximum capacity, you still may attend the event by registering in-person as a walk-in the day of the event at the "At the Door" price. If an event reaches maximum capacity before the scheduled date of the event, online registration will close early.

Unless otherwise specified, we accept payment for event online registration only via credit cards (Visa, MasterCard, and American Express) and payment must be paid in full at the time of registration. For Dinner Meetings, we accept payment for walk-in registration via cash, check, and credit cards (Visa, MasterCard, and American Express). For Advanced Topic Seminars (ATS), we accept payment for walk-in registration via only cash and check.

The Chapter, at its discretion may permit registration fees to be paid by check and will note accordingly on such events. In these cases, the check must be received before the start of the specified event. These events typically are special seminars or workshops, and not the regularly scheduled Dinner Meetings or Advanced Topics Seminars.

### **Event Registration Cancellation and Refund**

Cancellations of registrations for chapter events will be honored and refunds granted when the cancellation notice is received on or before the deadline for registration of the specified event. All cancellations are subject to a 10% Administrative Fee, unless otherwise specified. Submit cancellation and refund requests and related inquiries via e-mail to [registration\\_cancel@pmi-oc.org](mailto:registration_cancel@pmi-oc.org).

The method of refund will be paid (minus the Administrative Fee) based on the original payment received – check (if originally paid via check or cash) or credit card. We cannot honor any cancellation request received after the deadline regardless of the reason for non-attendance. If you will not be able to attend an event for which you registered, registrations cannot be applied to future events or transferred to another person.

The administrative fee on cancellations covers the costs incurred by the chapter for the original registration and when cancellations/refunds are processed, including but not limited to bookkeeping costs, event commitment and management costs, as well as the cost of issuing a refund check or the processing fees charged by the credit card processing company.

Exceptions: In some cases, for example, when a technical fault of the website causes a problem, the fee will be waived. However, this waiver will not apply if you register more than once for the same event. If the chapter cancels an event, registered participants will be notified of the cancellation via email and our website as soon as possible. Participants who have pre-registered and paid for the cancelled event will receive credit towards the re-scheduled event or a future event, or will receive a full refund. Exceptions will be made at the discretion of the Board of Directors.

### **Event No Shows**

No refunds or credit will be given for no-shows by pre-registered participants.