



Mile High Denver Chapter of ARMA Registration Policy

1. **Registration:** Advanced registration is expected for all Mile High Denver Chapter educational programs.
 - a) Registrations must be received by 10:00 am on the Friday prior to the scheduled meeting date.
 - b) Advanced registration is only available using the chapter's website: www.armadenver.org.
 - c) Payment at the time of registration is preferred, however payment on the day of the event may be accepted.
 - d) Registration levels are defined as:
 - **Member:** Member of the Mile High Denver Chapter of ARMA International
 - **Business Partner:** Employee of a current chapter year Business Partner
 - **Guest:** ARMA International member (but not MHD member), other non-member
 - **Student/Retiree:** Student enrolled in a degree granting program; retired person
 - e) Payment methods include: credit card (via online payment processing), check, and cash (at door only). Attendees may request an invoice be sent to their email on file for payment by any of the above methods, except cash.
 - f) Attendees who select "Pay at the Door" but do not bring payment with them on the day of the event will be sent an invoice.
 - g) **Walk-ins:** The preferred method of registration is online, prior to the meeting. A limited number of walk-ins MAY be accepted based on space availability. Walk-in participants may not receive the same materials provided to registrants if there are insufficient supplies, such as meals or hand-outs. The **walk-in rate is an additional \$10** above the normal meeting rate for Members, Business Partners, Guests, and Students/Retirees.
 - h) The Board of Directors may, in its discretion, make adjustments in any charged rates from time to time, and will review this policy periodically.
2. **Check-in:** Please try to arrive at least 15 minutes early to all programs to allow time for check-in at the registration desk before the program begins.
3. **Insufficient Funds:** A \$30.00 charge will be added to checks that are returned for insufficient funds.
4. **Late Payment:** If you opt to be invoiced for registration payment you will have **30 days** to pay. Should the Chapter not receive payment by the due date, your Mile High Denver ARMA membership may be suspended until all invoices have been paid.
5. **Refunds for Cancellations:** The Chapter incurs expenses for meals, handouts, equipment, etc. in anticipation of your attendance. The Chapter is responsible for the payment of any meals that were not consumed due to a no-show or a late cancellation.
 - a) Refunds will only be made when notice of cancellation is received no later than **10:00 am on the Friday prior to the scheduled meeting**. Cancellations may be requested through the website from "View My Order History", or may be sent via email to access@armadenver.org.
 - b) Registration fees will not be refunded for cancellations received after 10 am on the Friday prior to the scheduled meeting.
 - c) If you are unable to attend and/or missed the cancellation deadline you may send another person in your place. Please notify the Board at access@armadenver.org by the morning of the event.
 - d) No shows will be charged the full registration fee.
 - e) Unacceptable cancellations and no shows that select "Pay at the Door" during registration will be sent an invoice and are expected to pay the full registration fee.
 - f) Payments will be refunded back via the original payment method, ex. credit card, check, etc.

6. **Pre-Pay Yearly Registration:** The Board of Directors may choose to offer a yearly registration option for attendees who wish to pre-pay for an entire year's educational meetings. This option is a benefit to registrants by offering a discounted fee per month and a single invoice/payment.

- a) The Pre-Pay option will be available for purchase leading up to the first two Chapter meetings (September and October).
- b) Registrants will have the option to purchase all monthly events including the Spring Seminar Early Bird registration, or all events minus the Spring Seminar.
- c) Pre-Pay attendees **are still required to register for each monthly meeting or event.**
 - You will apply a "voucher" during the payment process to zero out the payment.
- d) Should the pricing for an event be changed after the pre-pay registration deadline the Chapter may proceed with either of the following options:
 - If price for an event decreases, Pre-Pay attendees may be compensated at the Board's discretion by refund or goods/services in the amount of the decrease.
 - If price for an event increases Pre-Pay attendees will not have to pay the difference unless it is of material value (over 50% of original fee).

7. **Program Cancellations/Rescheduling:** The Chapter may cancel events in unusual circumstances. In the event of cancellation, the Chapter will send an email notice as quickly as possible to all paid registrants via the email provided at registration. Phone numbers should also be provided in the event that you do not have an email address or utilize an email address that is not readily accessible during business hours.

- a) Events with insufficient registration to cover the cost of the facility, meals, and handouts may be canceled.
- b) Extenuating circumstances outside the chapter's control (which includes, but is not limited to, weather conditions that pose hazardous travel conditions, facility issues, or speaker availability) may cause events to be canceled.
- c) An attempt to reschedule canceled events will be made.
- d) You will receive a refund of the full registration amount if:
 - An event is rescheduled and you are unable to attend on the new date or because of a location change.
 - An event is canceled and not rescheduled.