

POLICY & PROCEDURE

(PRE-REGISTRATION & ON-SITE)

Cancellations		
Deadlines	Policy & Procedure	Acknowledgment of Request
30 days or more prior to the start date of an IBNA workshop	<ul style="list-style-type: none"> • Request must be sent to ibnaconf@ibo.org or by fax to 212-889-9242 • If payment was received, a refund will be issued. or If requested, the registration fee will be credited to a future workshop. 	<ul style="list-style-type: none"> • E-mail message will be sent to the sender when the cancellation is processed.
Fewer than 30 days prior to the start date of an IBNA workshop	<ul style="list-style-type: none"> • IBNA does not provide a refund; therefore, the full registration fee will be charged. 	<ul style="list-style-type: none"> • IBNA will process the cancellation request without a credit or refund, and will notify the sender by e-mail or fax.

Transfer of an existing registration to another workshop site		
Deadline	IBNA Policy	Acknowledgment of Request
30 days or more prior to the start date of an IBNA workshop	<ul style="list-style-type: none"> • Request must be sent to ibnaconf@ibo.org, or by fax, 212-889- 9242. • Subject to space availability. 	<ul style="list-style-type: none"> • An updated email confirmation will be sent when the request is processed.
Fewer than 30 days prior to the start date of an IBNA workshop	<ul style="list-style-type: none"> • IBNA cannot accept changes at this time. • Transferring to another workshop is treated as cancellation to the existing registration. (See Cancellation of a workshop registration, fewer than 30 days) 	N/A

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Participant Substitution (the same subject)		
Deadline	IBNA Policy	Acknowledgment of Request
<i>2 weeks or more prior to the start date of an IBNA workshop</i>	<ul style="list-style-type: none"> Request must be sent to ibnaconf@ibo.org or by fax, 212-889-9242. 	<ul style="list-style-type: none"> An email confirmation for the substituting participant will be sent to the sender when the request is processed.
<i>6 days or fewer prior to the start date of an IBNA workshop</i>	<ul style="list-style-type: none"> Late substitution will be processed on-site. Substituting participant must present the “Acknowledgment of Registration or an e-mail confirmation” of the previously registered participant at the on-site registration desk. 	N/A

Change of subject (the same workshop site)		
Deadline	IBNA Policy	Acknowledgment of Request
<i>2 weeks or more prior to the start date of an IBNA workshop</i>	<ul style="list-style-type: none"> Request must be sent to ibnaconf@ibo.org or by fax, 212-889-9242. Subject to space availability. 	<ul style="list-style-type: none"> If the session is open, an email will be sent to the sender, confirming the subject change. If the session is full, request will not be processed and the sender will be notified.
<i>6 days or fewer prior to the start date of an IBNA workshop</i>	<ul style="list-style-type: none"> IBNA is unable to process the request. Workshop materials have already been printed, and session room space is already allocated. 	<ul style="list-style-type: none"> IBNA reserves the right to reject a participant’s request for a transfer.

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Other correction request (name, e-mail, school information or address)		
Deadline	IBNA Policy	Acknowledgment of Request
<i>2 weeks or more prior to the start of the date of an IBNA workshop</i>	<ul style="list-style-type: none"> Request must be sent to ibnaconf@ibo.org, or by fax, 212-889-9242. 	<ul style="list-style-type: none"> IBNA will acknowledge the correction request by e-mail or fax. Updated information will be reflected on the name badge that is available on-site.
<i>6 days or fewer prior to the start date of an IBNA workshop</i>	<ul style="list-style-type: none"> Correction will be processed on-site. 	N/A

On-site Registration		
Deadline	IBNA Policy	Acknowledgment of Requests
N/A	<ul style="list-style-type: none"> IBNA is unable to process new on-site registrations. Workshop materials have already been printed, and session room space is already allocated. 	N/A

When and how to apply credit to a future workshop		
<i>Valid for 1 year from the date of issue</i>	<ul style="list-style-type: none"> Fax the registration form to the Registrar, 212-889-9242, include a cover letter indicating the name of the participant and school with credit held on account. 	<ul style="list-style-type: none"> An email confirmation will be sent to the participant and sender.