

## Attendee Conference Terms & Conditions

*The following registration terms and conditions apply to all registrants. Even if you instruct someone else to log in to your account to complete your registration - it is your responsibility, as the registrant, to adhere to the terms and conditions.*

*Please review them carefully.*

### CONFERENCE CONDUCT

The National ESEA Conference is dedicated to providing an inclusive experience for all participants, regardless of race, religion, gender, gender identity and expression, sexual orientation, ability, physical appearance, age or other marginalized affiliation. While attending the conference, all participants are expected to behave with common courtesy and civility; conduct themselves in a businesslike, ethical and appropriate manner; and avoid engaging in or facilitating any discriminatory or harassing behavior.

### RESERVING CONFERENCE ITEMS

Registration may be reserved and held without payment for a maximum of 30 days. At the conclusion of the 30-day grace period, all unpaid items will automatically expire and return to inventory for others to purchase. Beginning January 1, 2021, all registrations must be paid in full at the time of selection. Conference items are only confirmed upon receipt of payment in full.

### CREDIT CARD PAYMENTS

All major credit cards are accepted for payment and are processed directly through the attendee dashboard. Credit cards entered for payment are charged immediately; changing the form of payment will result in a \$75 administrative fee per affected invoice. Credit card statements will reflect a charge from "ESEA Network".

### CHECK PAYMENTS

Checks are accepted only as follows.

Make check payable to ESEA Network, EIN 05-0487084.

With check in hand, enter check details when paying an invoice. Send the check and the printable online cover sheet to the invoice address via a traceable, overnight delivery service for receipt prior to the invoice expiration date.

### SUBSTITUTIONS

Paid registrations may be transferred, at no cost, from one attendee to another at any time. To make a substitution, complete the online substitution form, available in the conference section of the attendee dashboard. Complimentary registrations may not be transferred.

### GROUP PURCHASES

Upon receipt of payment in full, a unique coupon code will be sent to the email address on file for the user account under which the purchase was made. This coupon will be valid for the number of registrations purchased, and should be entered at checkout by each group member to claim one of the available registrations. Once a group registration has been purchased, additional discounted registrations can be added at any time at the price posted at the time the addition is made.

Registrations purchased at a group rate are subject to the same substitution, cancellation, and refund policies as all other registration types. These registrations are confirmed upon receipt of payment in full, independent of the number of claimed registrations within the group. Eligible refunds will be calculated based on the number of individual registrations canceled, the number of unclaimed registrations, the date of receipt of the cancellation request, and the sliding refund scale. It is the responsibility of the purchaser to ensure that the individual registrations are shared with the appropriate attendees. Unclaimed registrations are not eligible for refunds outside the standard

refund terms. Cancellation and refund requests must be submitted by the individual that made the initial purchase. Substitution requests may be submitted by individuals that have claimed registrations within the group.

#### CANCELLATIONS

Cancellations may be made at any time by submitting a cancellation request via the cancellation link in the attendee dashboard. Telephone cancellations are not accepted.

#### REFUNDS

All items cancelled by attendees are eligible for a refund, based on the date of receipt of the completed cancellation form. Refunds are subject to the sliding scale refund policy, as shown below.

100% if cancelled within 7 days of payment

90% if cancelled in May-September

75% if cancelled in October

50% if cancelled in November

No refund in December, January or February

***No exceptions are made to the refund policy including in the case of illness, family emergencies, or unexpected work obligations.***