

# 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 at 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 and hotel reservations 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 and reservations 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.

## Hotels

Hotel reservations within the conference block are available on a first-come, first-reserved basis at specially negotiated conference rates only to registered attendees. Room rates are charged at a flat rate; all locally mandated taxes and fees have been paid in advance by the Conference and are not directly charged to attendees. All hotel reservations must be paid in full via the individual attendee account to be confirmed.

Changes to hotel reservations can only be accommodated through submission of the online hotel reservation adjustment form. A reduction in the number of nights of a hotel stay is a cancellation of each reduced night and refund policies apply to any paid reservations. Hotel reservations may be moved from one conference property to another at any time, subject to availability. A \$35 change fee will apply to all reservation move requests received more than seven (7) calendar days after payment.

## 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 or discounted registrations may not be transferred.

## Cancellations

Cancellations may be made at any time by submitting 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. Reducing nights of a hotel reservation is a cancellation of each reduced night and is subject to the same 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 weather, travel delays, illness or family emergencies or unexpected work obligations. Travel insurance is strongly recommended to protect your organization's investment.***