



Mile High Denver Chapter of ARMA General Registration Policy

1. **Registration:** Advanced registration is required for all Mile High Denver Chapter programs for which registration is required.
 - a) Registrations must be received by 10:00 am on the Friday prior to the scheduled meeting date.
 - b) Advanced registration is available using the chapter's online registration form. We do not take phone registrations.
 - c) Credit card payments are only accepted when you register online.
 - d) Cash or check is accepted at the door day of the scheduled meeting. **Credit cards cannot be accepted at the door. **
 - e) **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. The walk-in rate is \$10 more than the normal meeting rate for members and nonmembers/guests.
 - f) The Board of Directors may, in its discretion, make adjustments in any charged rates from time to time, and will review this policy at least once chapter year.
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. **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) No refunds will be made unless notice of cancellation is received no later than 10:00 am on the Friday prior to the scheduled meeting. Written cancellation (email) is preferred.
 - b) Registration fees will not be refunded for cancellations received after 10 am on Friday prior to the scheduled meeting.
 - c) No shows will be charged the full registration.
 - d) Credit card payments will be refunded directly back to your credit card.
 - e) Checks received by mail, but the registrant cancels by the specified deadline, will be refunded by Chapter check. Please provide a mailing address where you wish the refund to be sent.
5. **Program Cancellations/Rescheduling:** The Chapter may cancel events in unusual circumstances. Please include your e-mail address on your registration form. In the event of cancellation, the Chapter will send an email notice as quickly as possible to all paid registrants who provide their e-mail address. 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 (includes, but is not limited to: weather conditions that pose hazardous travel conditions, facility issues, speaker availability, etc.) may cause events to be canceled.
 - c) An attempt to reschedule events canceled for the above reasons will be made.
 - If an event is rescheduled and you are unable to attend on the new date, registration will be refunded.
 - If an event is canceled and not rescheduled, registration will be refunded.