

**American College of Health Care Administrators
Massachusetts Chapter**

Policy on Seminar / Event Attendance and Cancellation

The sending of a Registration Form for any Chapter event/seminar is a binding commitment for payment. Substitutions are allowed under certain circumstances.

Anyone arriving **more than twenty (20) minutes after the scheduled start time** of an event/seminar **shall not** be eligible for Continuing Education Credits (CEUs) for that event/seminar.

Anyone **leaving before the conclusion** of an event/seminar **shall not** be eligible for Continuing Education Credits (CEUs) for that event/seminar.

Cancellation requests **received** by the President of the Chapter or Chapter Event/Seminar Contact Person (via mail, fax or e-mail; telephone requests cannot be honored) **more than seven (7) calendar days before** the event/seminar will receive a full refund minus any fees charged by our credit card processing company. Substitutions are permitted, but only at the rate paid. In other words, a non-member may not substitute at the member rate. The difference must be paid.

SURVEY GUARANTEE: If, on the day of the event/seminar, a facility is visited by a Federal, State or local inspector/surveyor, a full refund will be issued for all persons from that facility who do not attend the event/seminar upon notification to the President of the Chapter or Chapter Event/Seminar Contact Person.

Special pricing for seminars is available exclusively to members. The Chapter will not issue CEU's to non-members who have not paid the correct price.

All questions about this policy should be referred to the Chapter President.

Adopted by the Board of Directors of the MA Chapter ACHCA

February 8, 2008