

REGISTRATION INFORMATION

REGISTER EARLY! **First choice options are not guaranteed.**

Registrations are only confirmed upon receipt of the completed registration form and full payment. Registration confirmation is provided via email only. On-site registration will not be available.

Registration may be completed as follows:

- ONLINE:** using Visa, MasterCard or American Express (AMEX).
- EMAIL:** completed registration form using Visa, MasterCard or AMEX - send to caccn@caccn.ca.
- FACSIMILE:** completed registration form using Visa, MasterCard or AMEX - send to: 519-649-1458.
- MAIL:** completed registration form with cheque, money order, Visa, MasterCard or AMEX to: CACCN, P. O. Box # 25322, London, ON, N6C 6B1 before the required deadlines.

IMPORTANT INFORMATION

Please review this information carefully, as our policies have been revised for Dynamics 2017. Agreement and compliance with the policies is required when submitting conference registration. Please contact CACCN National Office should you have any questions related to the policies.

1. CANCELLATION POLICY

- a) Refunds will be issued less a **30%** administration fee on the full value of the registration fees paid if written notice of cancellation is received prior to **September 7, 2017, 2359 hrs EST.**
- b) **No refunds will be issued for cancellation after September 7, 2017.**
- c) Dinner ticket, souvenir and special event purchases are non-refundable.
- d) Cancellations of conference registration will only be accepted in writing and must be sent via mail to Dynamics 2016, P. O. Box # 25322, London, ON, N6A 6B1 or fax to 519-649-1458 or email to caccn@caccn.ca.
- e) Dynamics/CACCN will not be responsible for refund requests that do not reach CACCN National Office by the cancellation deadline.
- f) Refunds will be issued by cheque via mail only, after the conference concludes.
- g) In the event of cancellation CACCN/Dynamics will be responsible for the refund of tuition fees only.

2. CONFERENCE ATTENDEE BADGES

- a) Conference attendee badges are required for entrance into **all** sessions and functions.
- b) Badges may only be used for the dates of paid registration.
- c) Badge policy will be strictly enforced.

3. DIETARY REQUIREMENTS

- a) Delegates with food allergies (i.e. celiac) should contact CACCN National Office at caccn@caccn.ca or 866-477-9077 to advise of the dietary requirements.
- b) CACCN will work with the conference centre to accommodate the dietary needs of delegates, where possible. Delegates with food allergies and/or dietary health concerns will be required to *self-identify* to the catering staff at the centre during breaks/lunches.

IMPORTANT INFORMATION *cont'd*

4. FRAGRANCE/SCENT FREE ENVIRONMENT

- a) We make every attempt to provide a scent-free event.
- b) We ask for your cooperation in our efforts to accommodate health concerns.

5. GUEST ATTENDANCE

- a) All conference activities (including educational sessions, exhibit hall, meal functions, etc.) are exclusively reserved for conference attendees.
- b) Guests (including spouses, children, family members, colleagues, etc.) may access conference areas by purchasing a **non-member** conference registration for one, two or three days.
- c) Access to the conference are will not be granted to anyone who does not hold a valid conference registration for the day(s) in question.
- d) A guest pass for one educational session over the three days, may be considered with prior approval from CACCN National Office. Guest passes will be limited.

6. LEAD RETRIEVAL

- a) Lead retrieval scanners/phones may be used in the exhibit hall.
- b) Exhibitors may ask to scan your badge providing your contact information.
- c) By allowing the exhibitor to scan your badge, you are providing consent to the release of your contact information.

7. PHOTOGRAPHY AT THE CONFERENCE

- a) Photographs may be taken during sessions, special events and breaks.
- b) These photographs may be used in CACCN publications (print, website, etc).
- c) By remaining in an area where photos are being taken, delegates are providing consent to be photographed and for CACCN to use the photographs.

8. TUITION DISCOUNT COUPONS

- a) may only be used by CACCN Members (one must be a member at the time of conference registration or join CACCN at the time of registration).
- b) are valid on early bird registration only.
- c) are not valid on student registration.
- d) one coupon per abstract is provided.
- e) coupon code(s) may only be used once.
- f) coupons must be entered at the time of online registration or coupon must be included with all registrations completed by email, mail or facsimile.
- g) refunds will not be provided for coupons not used at the time of registration.
- h) for additional information regarding tuition coupons, visit: www.caccn.ca.

9. TUITION RECEIPTS

- a) Receipts are issued for conference tuition/taxes only.
- b) Receipts are not issued for dinner tickets, souvenirs and special event purchases.
- c) Online registrants will receive an email receipt showing the payment processed.
- d) Official receipt of payment will be provided in the conference registration package received onsite in September.
- e) Dynamics will not issue official receipts prior to the conference.
- f) Replacement receipts will be issued if there is an error on the receipt and a written request is received by CACCN National within 60 days of the conference closing date.
- g) Replacement receipts will be issued via regular mail⁴⁴