

Case Management Society of New England

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Policy # 20-00

Date: 1/14/13

Programs Policy: Online Registration for Attending CMSNE Programs

Purpose/Objectives:

- To reduce the amount of monies unnecessarily spent by a sponsor providing refreshment and/or meal expenses on individuals that register but do not attend programs
- To make available slots for interested individuals to attend programs by reducing the number of individuals/members who register for a program and then do not attend.

Procedure:

- In order to attend any CMSNE Chapter or Extension program an individual must pre-register for said program by completing the form and paying with a check or credit card or by using the online registration link via the program flyer or CMSNE web site
- All registrations made after the deadline must be completed and paid on line via credit card.
- Individuals who register for a CMSNE educational program and need to cancel must do so 12 hours in advance or be obligated to pay the late registration assessed fee. Refunds for cancellations within 12 hours prior to the program will not be provided.
- CMSNE members registered for a free program and failing to cancel their registration will be obligated to pay the registration assessed fee or "late fee" as outlined in the program flyer or brochure.
- Members not complying with CMSNE cancellation policy will be sent a letter requesting payment for the program.
- Failure to remit payments will result in the members' inability to register for future CMSNE programs until past due payment is made.
- Non-registered or "walk in" attendees are strongly discouraged and are not guaranteed registration unless vacant slots are available. Interested attendees should contact the CMSNE office or event organizers to ascertain if space is still available. Event organizers may allow walk-ins to fill cancelled slots or to attend the program 15 minutes after the event has started if space allows
- Non-registered or "walk in" attendees will be assessed program costs at the level of the "non-member" late fee rate via cash or check.

Signature:  Susan B. Madden RN-BC, BSN, CCM

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