

Case Management Society of New England
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Policy # 20-00

Date: 6/9/22

Policy & Procedure: Registration Cancellation and No-Shows for CMSNE Sponsored Events

Purpose/Objectives:

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

Procedure:

- In order to attend any CMSNE Chapter event an individual must pre-register for said program by completing the CMSNE online registration form and make payment
- Individuals who register for a CMSNE educational event and need to cancel must adhere to the following approved policy:
- The following policy applies to all events unless a specific event explicitly modifies it.
 - Registration can be transferred to another person if requested in writing by e-mail to CMSNE@CMSNE.org by the original registrant at least one week before the event.
 - All refunds are subject to a 10% administrative fee. If canceled up to 7 business days/10 calendar days before the event, 100% of the registration fee (less the administrative fee) will be refunded.
 - If canceled less than 7 business days/10 calendar days before the event no refund will be provided. If extenuating circumstances are presented, then individual board determination will be made regarding potential refund.
 - No refund is given for a cancellation on the day of the program or post event.
- CMSNE members registered for a free onsite event and failing to cancel their registration will be obligated to pay the registration assessed fee for non-members.
- Members not complying with CMSNE cancellation policy will be sent a letter requesting payment for the event.
- Failure to remit payments will result in the members' inability to register for future CMSNE events 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 event costs at the level of the "non-member" late fee rate via credit card payment, cash or check.

Signature: _____


Nancy Benoit, RN, CCM, CRRN

Date: _____

6/9/22