

# NCAPA Registration & Cancellation Policy

## I. CLE Course Events

### A. Registration Deadlines:

Pre-registration is required for NCAPA advertised CLE courses. Registration will close at 5:00 p.m. three (3) business days prior to the event unless it fills to capacity before the stated deadline.

### B. Registration Payments/Methods:

Registration for all CLE courses is available online *only*. NCAPA accepts the following for payment: VISA, MasterCard, American Express, or Discover Card. No checks, Money Orders or cash are accepted.

### C. Event Cancellation/Postponement:

If a CLE course must be postponed or canceled for any reason, including inclement weather, every effort will be made to notify those who have registered and have provided a contact phone number or email address. Canceled CLE courses will be publicized on the NCAPA website as quickly as possible. If the CLE course is to be rescheduled, all registrants will be notified of the new date.

### D. Cancellation Policy/No Show Policy

**To cancel a CLE course registration and receive a refund, you must email [cle@ncapa.com](mailto:cle@ncapa.com) and [treasurer@ncapa.com](mailto:treasurer@ncapa.com), and all requests must be received by 5:00 p.m. no less than three (3) business days before the event date. The cancellation/refund will be subject to an administrative processing fee of 10% of the total cost of the registration fee. Registrants who are “no-shows” for a CLE course, or cancel a registration after 5:00 p.m. three (3) business days before a scheduled course, **will not qualify for a refund**. In lieu of canceling a registration within the permitted time period, a registrant may send a substitute in his or her place (see substitution policy).**

### E. Substitution Policy

Substitutes for CLE courses are permitted for paid registration. Registrants should email the name and NCAPA membership status of the substitute attendee [to cle@ncapa.com](mailto:cle@ncapa.com).

### F. Receipts:

Receipts for pre-paid events will be issued by email at the time of purchase. Replacement receipts may be subject to an administrative processing fee.

For CLE questions or any concerns regarding this portion of the policy, please contact the CLE Committee at [cle@ncapa.com](mailto:cle@ncapa.com).

## II. Paid NCAPA Events

### A. Registration Deadlines:

Pre-registration is required for most NCAPA advertised events. Registration will close at 5:00 p.m. three (3) business days prior to the event unless it fills to capacity before the stated deadline.

### B. Registration Payments/Methods:

Registration for all events is available online **only**. NCAPA accepts the following for payment: VISA, MasterCard, American Express, or Discover Card. No checks, Money Orders or cash are accepted.

### C. Event Cancellation/Postponement:

If an event must be postponed or canceled for any reason, including inclement weather, every effort will be made to notify those who have registered and have provided a contact phone number or email address. Canceled events will be publicized on the NCAPA website as quickly as possible. If an event is to be rescheduled, all registrants will be notified of the new date.

Registrants will be given the option of receiving a full refund of the registration fee, applying their registration payment to another event within the same calendar year, or attending the event on the rescheduled date. Registrants will be required to select an option by a specified deadline.

### D. Cancellation Policy/No Show Policy

**To cancel an event registration and receive a refund, you must email [events@ncapa.com](mailto:events@ncapa.com) and [treasurer@ncapa.com](mailto:treasurer@ncapa.com)**, and all requests must be received by 5:00 p.m. no less than three (3) business days before the event date. The cancellation/refund will be subject to an administrative processing fee of 10% of the total cost of the registration fee. Registrants who are “no-shows” for an event, or cancel a registration after 5:00 p.m. three (3) business days before a scheduled event, **will not qualify for a refund**. In lieu of canceling a registration within the permitted time period, a registrant may send a substitute in his or her place (see substitution policy).

### E. Substitution Policy

Substitutes for events are permitted for paid registrations only. Registrants, at least 24 hours prior to the event, should email the names and NCAPA membership status for the substitute attendee to [events@ncapa.com](mailto:events@ncapa.com).

### F. Receipts:

Receipts for pre-paid events will be issued by email at the time of purchase. Replacement receipts may be subject to an administrative processing fee.

### III. Free NCAPA Events

#### A. Registration Deadlines:

Pre-registration is required for most free NCAPA advertised events. Registration will close at 5:00 p.m. three (3) business days prior to the event unless it fills to capacity before the stated deadline. On-site registrations are generally not accepted.

#### B. Event Cancellation/Postponement:

If an event must be postponed or canceled for any reason, including inclement weather, every effort will be made to notify those who have registered and have provided a contact phone number or email address. Canceled events will be publicized on the NCAPA website as quickly as possible. If an event is to be rescheduled, all registrants will be notified of the new date.

#### C. Cancellation Policy/No Show Policy

**To cancel an event registration, you must email [events@ncapa.com](mailto:events@ncapa.com) and [treasurer@ncapa.com](mailto:treasurer@ncapa.com), and all requests must be received by 5:00 p.m. no less than three (3) business days before the event date. Registrants who are “no-shows” for an event, or cancel a registration after 5:00 p.m. three (3) business days before a scheduled event, will be required to pay a \$20 “no show fee” before the member can register for the next NCAPA event.**