



Terms and Conditions for Organizational Subscriptions, Memberships and Professional Development Programs

Method of Payment

All CASBO invoices are due net 30 days from date of order origination. Orders for organizational subscriptions, memberships and professional development program registrations may be held pending payment by emailing a purchase order to purchaseorders@casbo.org. Payments may be made by check delivered to the CASBO office (faxed copies will not be accepted) or by credit card (we accept Visa, MasterCard, Discover and American Express). In the case of check payment, if the check is returned by the bank, CASBO will assess a \$25 fee. In the case of credit card payment, if the credit card is declined by the bank, CASBO will not process your order and will notify you about the problem.

Professional Development Programs

Member Discounts – Registrants must be paid members at time of registration to receive discounts.

Transfers to Another Session – Registrations may be transferable to another workshop or certification training program at no charge if a written request is made to pd@casbo.org no later than ten (10) business days prior to the workshop date or the first day of the first session of a certification training program (the “program start date”). Transfer requests made within ten (10) business days of these dates will be charged a cancellation fee, as described in our Cancellation Policy below. Transfer requests made after a workshop has concluded or after a certification training program start date are not allowed.

Late/Walk-In Registration – Registrations made after the registration deadline will be accepted on a space-available basis only. In the event there are not available materials, CASBO will mail materials after the event at no-charge.

Cancellation Policy – **Cancellation requests must be in writing and will require a fee.** (For complete details and specific charges, please refer to the Workshop and Certification Training Programs Policies and Pricing Guides in the [CASBO Professional Development Course Catalog](#).) Registrants must email their cancellation requests to pd@casbo.org no later than ten (10) business days prior to the workshop date or the certification training program start date. There are no refunds for no-shows on the day of the workshop or the certification training program start date. To waive the cancellation fee, a registrant may transfer his/her registration to another individual, provided he/she does so no later than ten (10) business days prior to the workshop date or the certification training program start date. Thereafter, registration transfers are not permitted. CASBO reserves the right to cancel any workshop or certification training program at any time and will provide paid registrants with a full refund in that event.

Organizational Subscriptions and Memberships

New Subscribers/Members – Organizational subscription and membership invoices that remain unpaid after thirty (30) days will be suspended along with all associated benefits. Benefits will resume upon full payment; however, there will be no retroactive adjustments to invoices created during the suspended period. Requests for pro-rated invoices for new organizational subscription and membership orders will be determined on a case-by-case basis upon request emailed to membership@casbo.org.

Renewing Subscribers/Members – In May of each year, CASBO will automatically renew and invoice all organizational subscriptions and memberships for the upcoming fiscal year beginning July 1. Invoices will be due and payable upon receipt, and any that remain unpaid after July 31 will result in a suspended organizational subscription or membership along with all associated benefits. Benefits will resume upon full payment; however, there will be no retroactive adjustments to invoices created during the suspended period.