

### **Method of Payment**

**Invoices** – All CASBO invoices are due and payable 30 days from date of order origination. Payments received more than 45 days past invoice origination may incur a late fee. Event payments must be received by CASBO prior to the start date of the event in order to attend. Payments may be made by check or money order delivered to the CASBO office (faxed copies will not be accepted) or by credit card (CASBO accepts Visa, MasterCard, Discover and American Express). If payment is returned for insufficient funds, CASBO will charge you a \$25 fee.

**Purchase Orders (POs)** – Purchase orders (POs) authorizing the purchase of goods and services from CASBO must be emailed to [purchaseorders@casbo.org](mailto:purchaseorders@casbo.org). (Please note, however, that CASBO will not recognize or accept a PO as a request for event registration; the registrant or registrant's agent is responsible for completing registration for any CASBO event.) POs must reference invoice number(s). If an invoice number is not available, you must provide first and last name(s) of the ordering party, along with order item(s) and date(s).

### **Professional Development Programs**

**Early-Bird Registration** – CASBO offers early-bird registration savings to all active Organizational Subscriber Employee Members, Career Builder Members and Associate Members. To determine early-bird savings and deadlines, please refer to the pricing for the specific event you are attending. **Registrants must be paid subscribers or members at time of registration to enjoy early-bird savings.**

**Late/Onsite Registration** – CASBO will accept registrations made after the registration deadline on a space-available basis only. In the event there are not available materials, CASBO will provide materials to attendees at no charge after the event is held.

**Registration Confirmation** – For any registrations other than Late/Onsite Registrations, CASBO will send you an email confirming registration fees. Please bring your confirmation email with you when you check in at your CASBO event.

### **Registration Changes –**

**Cancellations:** Requests must be submitted online using the [CASBO Professional Development Registration Change Form](#) no less than 10 business days prior to the first date of the event to avoid triggering the no-show clause (below). CASBO will charge a fee for your event cancellation; please refer to the pricing for the specific event you are attending to determine its cancellation fee. If you cancel less than 10 business days prior to the first date of the event, the no-show clause will apply.

CASBO reserves the right to cancel any state workshop with fewer than 20 participants in a single location. CASBO also reserves the right to cancel any event in case of a catastrophic natural occurrence, such as earthquake, flood, fire, etc. If CASBO cancels an event, it will refund previously paid registration fees to registrants or, in the case of unpaid registration fees, will not enforce full payment.

**Transfers or Substitutions:** Requests for transfer of event registration to a different event, or for substitution of event registration to another person, must be submitted online using the [CASBO Professional Development Registration Change Form](#) no less than ten 10 business days prior to the first date of the event to avoid a cancellation fee (above) or triggering the no-show clause (below).

**No-Shows:** Full registration fees will be charged for any event registrant who does not show up to attend their registered event, and who has not requested a registration change as set forth above. If the registration fee has already been paid, CASBO will not refund the fee. If the registration fee is due and payable, CASBO will enforce full payment.

**Continuing Education Units** – Most CASBO events qualify for continuing education units (CEUs), expressed in the measurement of one unit per hour of instruction. To determine if and how many CEUs will be awarded, please refer to the details of the specific event you are attending.

### **Organizational Subscriptions and Memberships**

**New Subscribers/Members** – Organizational subscription and membership invoices that remain unpaid after 60 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](mailto: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.