

ASAP 5th Annual NTC Registration Confirmation Procedures (Revised)

Special Note: As soon as a registration is received, ASAP devotes staff resources to this process. Submission of a registration commits the registrant to ASAP's cancellation policy. If you have not already done so, please make certain that you are familiar with the policy as published in the general information brochure. Whether or not a payment has been successfully processed has no bearing on the policy. The policy is repeated below for your convenience.

For On-line Registrations

If you registered on line, you will automatically receive an acknowledgement of your submission, auto-generated by the system.

You should also receive an official confirmation letter from ASAP. This proves that we accepted your registration and your payment or authorization is in good standing. Staff batch processes these letters on a weekly basis. If you registered over a week ago and have not received an official letter from ASAP, please contact us at asap@bostrom.com. It is likely that your agency firewall prohibited delivery.

Credit cards are processed immediately. Receipts are automatically emailed to cardholders with successful transactions. Cardholders should watch for an email from Authorize.Net with the subject, "Merchant Email Receipt." Please also check spam filters and junk email boxes.

For PDF or Hard Copy Registrations

You should receive an official confirmation letter from ASAP. This proves that we accepted your registration and your payment or authorization is in good standing, or being processed in good faith. Staff batch processes these letters on a weekly basis. If you registered over a week ago and have not received an official letter from ASAP, please contact us at asap@bostrom.com. It is likely that your agency firewall prohibited delivery.

Credit cards are hand processed several times a week. Receipts are automatically emailed to cardholders with successful transactions. Cardholders should watch for an email from Authorize.Net with the subject, "Merchant Email Receipt." Please also check spam filters and junk email boxes.

*** PROGRAM REGISTRATION CANCELLATION**

For cancellation of your hotel reservation, you must contact the hotel directly. Be sure to get a cancellation number from the hotel.

In the unfortunate event you need to cancel your conference attendance, you must cancel with ASAP directly. All cancellations must be made in writing to the ASAP office. No exceptions. If the registration fee is to be invoiced, the invoiced amount will reflect the applicable cancellation fee. Cancellations received postmarked:

Up to Jan. 5	=	Refund minus a \$150 administrative fee
Jan. 6 – Feb. 10	=	Refund minus a \$200 administrative fee
Feb. 11 – Feb. 27	=	Refund minus a 50% administrative fee
After Feb. 27	=	No refunds

Substitutions are acceptable at any time. If time allows, please submit to the ASAP office in writing. Differences in member and nonmember registration fees will be charged. ASAP does not want to see any agency or organization forfeit training conference fees. Therefore, we strongly encourage substitutions if necessary and accept substitutions on a walk-in basis. Multiple substitutions on various days are prohibited.

ASAP
1444 I Street, NW Suite 700
Washington, DC 20005
TEL: 202-712-9054 E-Fax: 202-216-9646
asap@bostrom.com

Hotel General Information

Hilton New Orleans Riverside Hotel
Two Poydras Street, New Orleans, Louisiana 70130
TEL: 504-561-0500 FAX: 504-568-1721