

REGISTRATION INFORMATION & POLICIES

REGISTRATION

CHEP strongly encourages on-line registration at www.chepinc.org.

Registration forms received by mail must be accompanied by payment in order to be processed. The registration fee includes seminar instruction, materials (unless otherwise specified), and lunch (if offered). Parking fees (if any) are on your own. Checks (made payable to CHEP), money orders, purchase orders, Visa, MasterCard, American Express or Discover are accepted. There is a \$25 fee on all returned checks!! Please register only one participant per registration form. You may reproduce forms as needed or download additional registration forms from the internet at www.chepinc.org.

VA EMPLOYEE REGISTRATION FEE

Full-time VA employees are required to pay a \$5 fee (unless stated otherwise). This includes the morning and afternoon refreshments and all printed materials. This fee applies to all CHEP programs unless otherwise specified in the program logistics area. Lunch is also available for an additional \$7 at most Perry Point programs (see course descriptions). VA staff will be charged a local lunch fee when lunch is offered at other sites. An additional \$3 will be charged for anyone registering 10 days or less prior to the program.

EASTERN SHORE HOSPITAL CENTER REGISTRATION FEE

Full-time Eastern Shore Hospital Center employees are required to pay a \$25 fee (unless stated otherwise), which includes the morning and afternoon refreshments and all printed materials. This fee applies to Perry Point, Baltimore, Martinsburg and Eastern Shore hospital Center programs. An additional \$10 will be charged for anyone registering 10 days or less prior to the program and at the door.

SPECIAL ACCOMMODATIONS

All reasonable accommodations will be made for those with disability impairments. Any special request must be made at least 30 days prior to the program. Registration and full payment must be received at least 30 days in advance.

CANCELLATION POLICIES

Programs: CHEP reserves the right to cancel a program due to insufficient enrollment or any unforeseen circumstances. Every effort will be made to notify participants of the cancellation. In cases of extreme weather, a public announcement will be made on Baltimore WBAL Radio station (AM 1090) when possible. All fees will be fully refunded if CHEP cancels a program.

Participants: Cancellations must be received in writing or by phone prior to the program date. You may choose one of the following options:

- A refund minus a \$10 processing fee.
- A VOUCHER for the full registration fee to be used within the next six (6) months.
- Cancellations received on the day of a program will receive a VOUCHER less 50%. NO REFUND or voucher will be given for cancellations received after the program date.

Special ACLS/PALS Cancellation Policy: Due to the nature and demand for these courses, the following cancellation policy applies:

- MORE than 20 Business Days: please refer to the above options
- 20 - 10 Business Days = VOUCHER minus 50%
- 9 Business Days or Less = NO REFUND OR VOUCHER

PLEASE NOTE: Refund for books will NOT be given

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Vouchers: Vouchers are transferable and may be used toward a future program prior to their expiration. Please note that in order to receive appropriate credit, original vouchers must accompany registration form. Vouchers cannot be exchanged for money and will not be reissued after expiration.

CONTINUING EDUCATION CREDITS

Within 2 weeks of the programs completion attendees will receive an e-mail with the evaluation/certificate link and your confirmation number. Follow the directions for completing your evaluations and printing your certificate. You must complete all posted evaluations in order to print your continuing education certificate. No partial credit can be awarded. Late arrival or early departure will preclude the awarding of continuing education credits and the certificate will be withheld. A complete verified list of all programs attended may be obtained at any time by sending a written request, self-addressed, stamped envelope, and a \$5.00 processing fee to the CHEP office.

PRE-REGISTRATION vs. ON-SITE REGISTRATION

Programs that require pre-registration are indicated at the bottom of the program information. If the class is full, registrants will be notified by phone and placed on a waiting list. If we are unable to place you in the class, complete payment will be returned. Registration for all classes is taken on a first-come, first-serve basis.

ON-SITE REGISTRATION

On-Site registration is allowed on a space-available basis, unless otherwise noted in the catalog. Although every effort will be made to accommodate on-site registrants, course materials are not guaranteed. Therefore, early registration is recommended. CHEP reserves the right to close a course to on-site registration due to space limitations. Please Note: VA Employees receiving the \$5 fee rate will be charged an additional \$3 if registering for a program 2 business days prior to the event.

CONFIRMATION LETTERS

Confirmation letters will not be sent unless if you have registered on-line. To verify that your registration has been received, please call 410-642-1195. If your registration is being sent by your agency, please call to confirm receipt.

COURSE CHANGES

If a room change occurs, all pre-registered participants will be notified in advance if possible. Upon arrival, directions to the new room will be available. CHEP reserves the right to substitute equally qualified faculty in an emergency. Agendas are subject to minor change without notice.

PRIVACY STATEMENT

The CHEP mailing list is for the exclusive use of the corporation and will not be sold or given to other entities.