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Attendee Frequently Asked Questions (FAQs)

Registration

- 1. When is the early bird registration deadline?**
You must have registered by Monday, February 1, 2010 12midnight (EST).
- 2. I registered, but have not received a confirmation. How do I get another confirmation receipt?**
Revisit <http://www.certain.com/system/profile/form/index.cfm?PKformID=0x839307c0d8>, enter attendee last name and email address then click "Update Your Registration". This will allow you to return to the confirmation page to reprint your receipt.
- 3. How do I make changes to my registration?**
Return to the registration web site, <http://www.certain.com/system/profile/form/index.cfm?PKformID=0x839307c0d8> and complete the following steps:
 - Enter the attendee's last name and email address then click "Update Your Registration"
 - Click "Edit" button in the section you wish to make changes
 - Once you get to the desired page, make your edits and complete the process.
- 4. Can I bring a spouse or guest to the seminar?**
Yes, however guests and spouses must register for the full conference in order to attend any session or events.
- 5. Can a registrant sign up for just the eRA Hands-On Computer Workshop session(s) and not the Regional Seminar?**
No. In order to attend the eRA Hands-On Computer Workshops you must be registered for the Seminar.
- 6. Is walk-up registration permitted on the day of the conference?**
On-site registration is permitted. If the registration deadline has passed and you would like to attend the Seminar send an e mail to Conferences@RippleEffect.com. Please reference the event registration page for seminar fees, http://grants.nih.gov/grants/Philadelphia_2010/registration.html. Note neither cash nor personal check payments will be accepted.



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Cancellations/Refunds/Payments

1. What forms of payment are acceptable?

Major credit cards (Visa, MC, and Amex) and checks are acceptable methods of payment. Please note if you pay with a check, your registration will be *pending* and space not confirmed until mailed payment is received and once processed you will receive a confirmation email. There will be a \$25.00 fee charged for returned checks. Purchase orders and/or training vouchers are not acceptable forms of payment.

2. I can no longer attend the conference, can I send a substitute?

Yes, substitutions are allowed. If the substitution takes place on-site they must bring a letter on organization letterhead verifying the substitution.

3. When will I receive my refund?

If you cancel your registration (full or partial) and are entitled to a refund, expect the refund within 30 days of the close of the event. All refunds will be issued back in the original payment type.

4. If I cancel, can I transfer my registration and payment of fees to a future NIH Regional Seminar?

Registration and payment of fees is non-transferable to future events.

5. What is the cancellation policy?

Cancellations of conference registrations can be made by the cancellation deadlines by sending notification **in writing** of desire to cancel registration. Written notifications are accepted via email at Conferences@RippleEffect.com. If you cancel your registration (full or partial) and are entitled to a refund, expect the refund within 30 days of the close of the event. All refunds will be issued back to the original payment type.

Requests submitted via phone, voice-mail message, fax, or mail, are neither valid nor accepted. All cancellations must be received via email by the registration deadline dates as follows:

- **On or Before March 3, 2010:** Ripple Effect Conference will refund the full amount of your registration payment minus the \$30.00 processing fee.
- **After March 3, 2010:** Cancellations received after this date will be assessed the full registration cost. No refund will be issued. Refunds are not given for no-shows. Substitutions are allowed.



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Please visit http://grants.nih.gov/grants/Philadelphia_2010/registration.html for additional details.