



TERMS AND CONDITIONS

CASBO EVENTS AND WORKSHOPS

PURCHASE, PAYMENT, CHANGE AND PRIVACY POLICIES

Purchase

- As of May 20, 2021, in order to be considered as registered for an event or workshop, CASBO requires full payment of your sales order (i.e., the “proforma invoice”). While your registration process can begin with the creation of a proforma invoice, you will not be granted entry to any event or workshop until your sales order is paid in full.
- Event and workshop registrations are subject to a "first-come, first-served" basis, and delaying full payment may affect your ability to secure your seat. To finalize your registration and ensure seat availability, please pay your sales order in full by credit card or echeck. Please note that purchase orders (POs) are **not** considered full payment.
- While events and workshops have early-bird and regular registration deadlines, in some cases, same-day/onsite registration may be possible, contingent on space availability, provided you pay your sales order in full at that time.

Payment Methods

- CASBO accepts payment in the following forms: check, echeck or credit card (Visa, MasterCard, American Express, Discover). POs will not be accepted as payment.
- Credit card and echeck payments may be made online by visiting your Member Profile at casbo.org; or by contacting our Membership Services Specialist at (916) 520-9193 or membership@casbo.org.
- Check payments may be sent by mail to the CASBO office at 1001 K Street, 5th Floor, Sacramento, California 95814. To ensure timely and accurate processing of check payments, please include a copy of your proforma invoice with your check.
- Payments returned due to insufficient funds will be subject to a \$25 processing fee.

Registration Changes

- *Cancellations*
 - Cancellation requests must be submitted online using the [CASBO Professional Development Registration Change Form](#) (located at [casbo.org](#) > Sources + Services > Resources > Forms + Applications) no less than 10 business days prior to the start date of the event or workshop to avoid triggering the no-show clause (below).
 - CASBO will charge a fee for your cancellation; please refer to the pricing for the specific event or workshop you are attending to determine its cancellation fee.
 - CASBO reserves the right to cancel any event or workshop at any time due to low registration, health and/or safety concerns, or any other reason that it deems necessary. If CASBO cancels an event or workshop, you will be issued a full refund.
- *No-Shows*

If you cancel less than 10 business days prior to the start date of the event or workshop, or you do not attend the event or workshop, you will be considered a “no-show” registrant and ineligible for a refund.

Privacy Practices

CASBO collects event and workshop attendee information that is subject to sharing with certain CASBO presenters, sponsors, exhibitors and/or business partners.

CASBO ORGANIZATIONAL SUBSCRIPTIONS AND MEMBERSHIPS

PURCHASE, PAYMENT, CHANGE AND PRIVACY POLICIES

Purchase

- Organizational subscription and membership periods are on an annual, fiscal-year basis, beginning July 1 and ending on June 30.
- As of May 20, 2021, in order to be considered a subscriber or member, CASBO requires full payment of your sales order (i.e., the “proforma invoice”). While your subscription or membership process can begin with the creation of a proforma invoice, you will not be considered a CASBO subscriber or member until your sales order is paid in full.
- For new subscriptions and memberships, prices will be prorated to the quarter in which the subscription or membership is activated, as follows:
 - Q1 (July-September): Full price
 - Q2 (October-December): 75% of full price
 - Q3-4 (January-June): 50% of full price

- For renewing subscriptions and memberships, your renewal payment must be received on or before June 30 each year to prevent a lapse in your subscription or membership.
 - CASBO does not offer a payment grace period, and absent full renewal payment by June 30, your benefits will be suspended.
 - Should a lapse in your subscription or membership occur, full payment of annual dues will be required to reactivate your subscription or membership. Please note that prorated payment is **not** available for renewals.

Payment Methods

- CASBO accepts payment in the following forms: check, echeck or credit card (Visa, MasterCard, American Express, Discover). POs will not be accepted as payment.
- Credit card and echeck payments may be made online by visiting your Member Profile at casbo.org; or by contacting our Membership Services Specialist at (916) 520-9193 or membership@casbo.org.
- Check payments may be sent by mail to the CASBO office at 1001 K Street, 5th Floor, Sacramento, California 95814. To ensure timely and accurate processing of check payments, please include a copy of your proforma invoice with your check.
- Payments returned due to insufficient funds will be subject to a \$25 processing fee.

Subscription and Membership Changes

- *Cancellations*
 - You may cancel your subscription or membership at any time; however, should you choose to do so, your annual dues will not be refunded in whole or in part.
 - CASBO reserves the right to cancel a subscription or membership sales order at any time if a subscriber or member is found to be ineligible to participate in CASBO.
- *Transfers and Substitutions*

Subscription and membership transfers and substitutions are prohibited.

Privacy Practices

CASBO collects subscriber and member information that is subject to sharing with certain CASBO presenters, sponsors, exhibitors and/or business partners.

CASBO CERTIFICATION PROGRAM

PURCHASE, PAYMENT, CHANGE AND PRIVACY POLICIES

Purchase

- As of May 20, 2021, in order to be considered as a certification applicant and/or as registered for a certification training program or workshop, CASBO requires full payment of your sales order (i.e., the “proforma invoice”). While your application/registration process can begin with the creation of a proforma invoice, your application will not be processed nor will you be granted entry to any certification training program or workshop, or have access to any related coursework, until your sales order is paid in full.
- Certification training program and workshop registrations are subject to a "first-come, first-served" basis, and delaying full payment may affect your ability to secure your seat. To finalize your registration and ensure seat availability, please pay your sales order in full by credit card or echeck. Please note that purchase orders (POs) are **not** considered full payment.
- While all certification training workshops have early-bird and regular registration deadlines, in some cases, same-day/onsite registration may be possible, contingent on space availability, provided you pay your sales order in full at that time. (To determine if same-day/onsite registration is available, please email certification@casbo.org.) Please note that certification training programs do **not** offer either early-bird or same-day/onsite registration.

Payment Methods

- CASBO accepts payment in the following forms: check, echeck or credit card (Visa, MasterCard, American Express, Discover). POs will not be accepted as payment.
- Credit card and echeck payments may be made online by visiting your Member Profile at casbo.org; or by contacting our Certification Specialist at (916) 562-2505 or certification@casbo.org.
- Check payments may be sent by mail to the CASBO office at 1001 K Street, 5th Floor, Sacramento, California 95814. To ensure timely and accurate processing of check payments, please include a copy of your proforma invoice with your check.
- Payments returned due to insufficient funds will be subject to a \$25 processing fee.

Registration Changes

- *Cancellations*
 - Cancellation requests must be submitted online using the [CASBO Professional Development Registration Change Form](#) (located at casbo.org > Sources + Services > Resources > Forms + Applications) no less than 10 business days prior to the start date of the certification training program or workshop to avoid triggering the no-show clause (below).

- CASBO will charge a fee for your cancellation; please refer to the pricing for the specific certification training program or workshop you are attending to determine its cancellation fee.
- CASBO reserves the right to cancel any certification training program or workshop at any time due to low registration, health and/or safety concerns, or any other reason that it deems necessary. If CASBO cancels a certification training program or workshop, you will be issued a full refund.
- *No-Shows*
If you cancel less than 10 business days prior to the start date of the certification training program or workshop, or you do not attend the certification training program or workshop, you will be considered a “no-show” registrant and ineligible for a refund.

Privacy Practices

CASBO collects certification training program enrollee and workshop attendee information that is subject to sharing with certain CASBO presenters, sponsors, exhibitors and/or business partners.

CASBO ONLINE

PURCHASE, PAYMENT, CHANGE AND PRIVACY POLICIES

Purchase

- As of May 20, 2021, in order to be considered as registered for a CASBO Online session, CASBO requires full payment of your sales order (i.e., the “proforma invoice”). While your registration process can begin with the creation of a proforma invoice, you will not be granted entry to any CASBO Online session until your sales order is paid in full.
- CASBO Online registrations are subject to a “first-come, first-served” basis, and delaying full payment may affect your ability to secure your seat. To finalize your registration and ensure seat availability, please pay your sales order in full by credit card or echeck. Please note that purchase orders (POs) are **not** considered full payment.

Payment Methods

- CASBO accepts payment in the following forms: check, echeck or credit card (Visa, MasterCard, American Express, Discover). POs will not be accepted as payment.
- Credit card and echeck payments may be made online by visiting your Member Profile at casbo.org; or by contacting our Membership Services Specialist at (916) 520-9193 or membership@casbo.org.

- Check payments may be sent by mail to the CASBO office at 1001 K Street, 5th Floor, Sacramento, California 95814. To ensure timely and accurate processing of check payments, please include a copy of your proforma invoice with your check.
- Payments returned due to insufficient funds will be subject to a \$25 processing fee.

Registration Changes

CASBO Online registration changes of any kind are prohibited.

Content Expiration

- In an effort to provide timely and relevant content, and to align content access with our annual, fiscal-year subscription and membership periods, CASBO reserves the right to attach expiration dates to course content, and/or remove course content from CASBO Online, without notice.
- Any known course content expiration dates will be advertised within the CABO Online course description available at time of registration. In cases where expiration dates attach, it is the responsibility of the attendee to complete the course prior to that date. No refunds will be given in cases where courses were not completed by an attendee prior to expiration and/or removal of the course from CASBO Online.

Privacy Practices

CASBO collects CASBO Online attendee information that is subject to sharing with certain CASBO presenters, sponsors, exhibitors and/or business partners.