

## REGISTRATION & PAYMENT GUIDELINES

### WILL THERE BE COVID PREVENTION MEASURES?

RIVHSA is committed to the health and safety of all participants - attendees, speakers, exhibitors, and staff. We plan to deliver the same world-class conference experience associated with our brand, in addition to, the industry-leading hygiene practices of our event venue. RIVHSA requires every attendee to complete our 2 event waivers - a digital version prior to the event and a wet signature onsite during event check-in. We will continue to monitor developments, make protocol adjustments as required, and post updates accordingly.

- Learn how Atlanta is keeping visitors safe: <https://discoveratlanta.com/coronavirus/>
- Stay abreast of updates from the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- About the 2 Event Waivers - Digital Signature in the App + Wet Signature Onsite  
The spirit of the waiver recognizes that an inherent risk of exposure to COVID-19 exists in any public place where people are present. By signing the waiver, attendees acknowledge that participation in RIVHSA events and activities brings some risk and, when registering, do assume responsibility for their own well-being. They understand, agree and hereby consent upon registration that their failure or disregard to follow all protocols, guidance and posted instructions in effect and required by the host state, RIVHSA, as well as the venue provider and governing authorities during attendance at RIVHSA's event is hereby sufficient grounds to be excluded from attending the event by RIVHSA or an event authority, and upon registration do consent in advance to leave and exit the event, without protest or refund, upon request by RIVHSA or an event authority due to my refusal to follow said protocols.
- The event venue will observe the following hygiene practices in the conference area: meeting space sanitized regularly and sanitizing stations available throughout the venue. Attendees may wear a mask at their own discretion; masking is not required by RIVHSA.

### MEMBER DISCOUNT

RIVHSA members are eligible for discounted registration rates. To receive a member discount, you must hold an active RIVHSA membership at the time of registration. (Our membership year runs from October 1 through September 30 of each calendar year.) To avoid paying non-member registration rates, renew or join the before you register. Membership status will be verified by RIVHSA staff, who will contact registrants in cases of lapsed membership to proceed with reactivation or transition registration to the non-member rate.

### REGISTRATION RATES

**Closes February 15 (while tickets remain)**

- MEMBER: \$485/person
- NON-MEMBER: \$560/person

A purchased general conference registration includes 4 days of event programming and materials as well as a certificate of attendance. For this event, RIVHSA is only conducting advance registration with a limited number of tickets; there will be no onsite registration.

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### CONTINUING EDUCATION UNITS (CEU)

The continuing education unit (CEU) is a unit for measuring and recording an individual's participation in non-degree credit educational activities. One tenth (0.1) CEUs are issued for each approved contact hour of participation in an organized continuing education experience under responsible sponsorship, capable direction, and qualified instruction. CEUs will be awarded for pre-conference seminars and concurrent workshops only. CEUs will not be awarded for general sessions or meal functions. **The total possible credits available for this event is 1.35 units.**

- CEUs: \$25/person

### REGISTER ONLINE & PAY WITH A CREDIT CARD [REGISTER TODAY](#)

RIVHSA is enhancing its online registration solutions to support increased credit card transactions. Credit cards are our preferred method of payment as they greatly facilitate the confirmation of registration and also reduce transactional contact for RIVHSA staff especially during the COVID outbreak. **Advance registrations are accepted on a full-payment and first-come, first-confirmed basis only for this limited-capacity event; there will be no on-site registration.** You will receive an email confirmation within two business days after receipt of registration payment.

### ALTERNATIVE PAYMENT OPTIONS

If your agency is unable to remit payment online by credit card, there are two alternative payment options:

- **PURCHASE ORDER:** Purchase orders (PO) will not be accepted after February 3. A \$20 processing fee will be assessed to POs. A formal invoice will be provided to grantees upon request. After the aforementioned dates, RIVHSA will cancel unpaid POs. Please contact RIVHSA to arrange payment. Email your inquiry to RIVHSA using the instructions below:

**Please contact Frances Starr (Executive Assistant) at [fstarr@rivhsa.org](mailto:fstarr@rivhsa.org), using the following subject line: “[INSERT AGENCY NAME] to register for ATCE with purchase order”.** Once your inquiry email is received, we will reply with registration instructions for this payment option. In order to efficiently track this process, we ask that all registration related inquiries be isolated to the initial email conversation thread. This process will enable you and RIVHSA staff to easily refer to specific communications within the single thread.

- **AGENCY CHECK:** A purchase order process is not required by RIVHSA to pay by agency check. RIVHSA does not accept personal checks. Please contact RIVHSA to arrange payment. Email your inquiry to RIVHSA using the instructions below:

**Please contact Frances Starr (Executive Assistant) at [fstarr@rivhsa.org](mailto:fstarr@rivhsa.org), using the following subject line: “[INSERT AGENCY NAME] to register for ATCE with agency check”.** Once your inquiry email is received, we will reply with registration instructions for this payment option. In order to efficiently track this process, we ask that all registration related inquiries be isolated to the initial email conversation thread. This process will enable you and RIVHSA staff to easily refer to specific communications within the single thread.

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### SUBSTITUTION & CANCELLATION

- **SUBSTITUTION:** Registration fees are non-refundable. Substitutions are permitted until February 15. After the aforementioned dates, we are unable to process substitutions. Email your substitution request to RIVHSA using the instructions below:

Please contact Frances Starr (Executive Assistant) at [fstarr@rivhsa.org](mailto:fstarr@rivhsa.org), using the following subject line: “[INSERT AGENCY NAME] substitution for ATCE”. Once your inquiry email is received, we will reply with next steps. In order to efficiently track this process, we ask that all substitution related inquiries be isolated to the initial email conversation thread. This process will enable you and RIVHSA staff to easily refer to specific communications within the single thread.

- **CANCELLATION:** Registration fees are non-refundable. Still want to proceed with cancellation? An account credit can be processed to apply your balance (e.g. registration fee minus the processing fee). Cancellations are permitted until February 15. After the aforementioned date, account credit requests will not be accepted. Credits must be used by 9/30/23 or be forfeited. Credits may only be used to purchase RIVHSA training, membership, or products in the fiscal year credited. *There are no exceptions.* Once your credit is processed, RIVHSA staff will contact you to apply your credit toward a purchase. Email your account credit request to RIVHSA using the instructions below:

Please contact Frances Starr (Executive Assistant) at [fstarr@rivhsa.org](mailto:fstarr@rivhsa.org), using the following subject line: “[INSERT AGENCY NAME] cancellation for ATCE. Once your inquiry email is received, we will reply with next steps. In order to efficiently track this process, we ask that all cancellation related inquiries be isolated to the initial email conversation thread. Therefore, you and RIVHSA staff will always be able to easily refer to specific communications within the single thread.

**Other registration questions?**  
**Contact Frances Starr (Executive Assistant)**  
**[fstarr@rivhsa.org](mailto:fstarr@rivhsa.org)**