

REGISTRATION & PAYMENT GUIDELINES

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 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

		MEMBER	NON-MEMBER
ADVANCE RATE	Ends May 15	\$485/person	\$560/person
LATE RATE	May 16 - June 14	\$560/person	\$635/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.

RIVHSA EVENT DISCLAIMERS/ADVISEMENTS

Participants understand and agree that:

1. By registering and/or attending a RIVHSA event, participants assume all the foregoing risks, release and hold harmless RIVHSA, its directors, officers, employees, agents, representatives, exhibitors, licensees and other participants of and from any and all claims, including all liabilities, claims, actions, damages, costs or expenses of any kind arising out of or relating to my attendance or participation in the event.
2. RIVHSA encourages the exchange of diverse opinions at our conferences. Thus, the ideas presented do not necessarily reflect RIVHSA's official position on a particular topic or issue and RIVHSA assumes no responsibility for any statement of fact or opinion presented at our conferences. In addition, the acceptance of advertising or exhibitors does not imply endorsement of products or services by RIVHSA.
3. Attendance at RIVHSA's events and related activities constitutes consent by the attendee to RIVHSA's use or distribution (both now and in the future) of the attendee's image, likeness, and appearance in photographs and/or video of such events and activities.

CONTINUING EDUCATION UNITS (CEU)

CEUs will not be offered at this event but we plan to resume offering this option soon. RIVHSA provides a Certificate of Attendance as proof of conference attendance to document professional development for non-licensed professionals. It is not designed to comply with regulations of licensing/certification boards or other regulatory agencies for use of license renewal or to meet continuing education requirements.

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.

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 to expediently confirm registration. **Advance registrations are accepted on a full-payment and first-come, first-confirmed basis only.** You will receive an email confirmation from our app upon receipt of registration payment. Email your inquiry to RIVHSA using the instructions below:

NEED ASSISTANCE PAYING BY CREDIT CARD?

Using the following subject line: “[INSERT AGENCY NAME] requesting assistance with 2024 CMM registration order”, send your inquiry to registration@rivhsa.org. Please allow 24-48 hours for a reply from a member of our team. 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.

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 May 17.** 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 submit the purchase order along with a completed order form on page 4. Once received, you will receive a spreadsheet from RIVHSA to submit your registrants. Your order is not complete and registrants will not be uploaded to the app until the registration spreadsheet is returned to RIVHSA. Please email your inquiries to RIVHSA using the instructions below:

NEXT STEPS

Using the following subject line: “[INSERT AGENCY NAME] registering for 2024 CMM with purchase order”, send your inquiry to registration@rivhsa.org. Please allow 24-48 hours for a reply from a member of our team. 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:** The submission of a purchase order process is not required by RIVHSA to pay by agency check. RIVHSA does not accept personal checks. **Checks must be received by May 31 to prevent placement in onsite registration which may incur extended wait time for event check-in.** 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 submit the agency check along with a completed order form found at <https://rivhsa.org/training-events/leadership-summit/> in the Event Registration section. Once your order form is received, your order is not complete and registrants will not be uploaded to the app until the registration spreadsheet is returned to RIVHSA. Please email your inquiries to RIVHSA using the instructions below:

NEXT STEPS

Using the following subject line: “[INSERT AGENCY NAME] registering for 2024 CMM with agency check”, send your inquiry to registration@rivhsa.org. Please allow 24-48 hours for a reply from a member of our team. 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.

SUBSTITUTION & CANCELLATION

- **SUBSTITUTION:** Registration fees are non-refundable. Advance substitutions will be accepted and processed through **May 31**. After the aforementioned date, RIVHSA is unable to process substitutions in advance of the event start date but we will accept and process these requests onsite when the event opens. Substitutions made onsite may incur an extended wait time to complete event check-in. Email your substitution request to RIVHSA using the instructions below:

NEXT STEPS

Using the following subject line: “[INSERT AGENCY NAME] substitution for 2024 CMM”, send your inquiry to registration@rivhsa.org. Please allow 24-48 hours for a reply from a member of our team. 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 (e.g. registration fee minus the processing fee) must be requested by **May 31**. After the aforementioned date, account credit requests will not be accepted. Email your account credit request to RIVHSA using the instructions below. Please allow 14-21 business days post-event for RIVHSA staff to process and email account credit notices. **Credits must be used by 9/30/24 or be forfeited.** Credits may only be used to purchase RIVHSA training, membership, or products in the fiscal year credited. *There are no exceptions.*

NEXT STEPS

Using the following subject line: “[INSERT AGENCY NAME] cancellation for 2024 CMM”, send your inquiry to registration@rivhsa.org. Please allow 24-48 hours for a reply from a member of our team. 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.