

# REGISTRATION & PAYMENT GUIDELINES

## A. 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.

## B. REGISTRATION SCHEDULE

RATE TYPE	PERIOD	MEMBER	NON-MEMBER
Pre-Conference Events	Expires February 4 (Rate varies by firm)		
General Conference			
• Advance	Expires January 20	\$485/person	\$560/person
• Late	January 21 - February 4	\$520/person	\$595/person
• Onsite	February 11-14	\$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. Higher rates are assessed for late and onsite registration.

## C. 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.

## D. 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.*

## E. REGISTER ONLINE & PAY WITH A CREDIT CARD

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. **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.

Ready to register? Go to the event page for the registration portal: <https://rivhsa.org/training-events/>

### NEED ASSISTANCE PAYING BY CREDIT CARD?

**Using the following subject line: “[INSERT AGENCY NAME] requesting assistance with 2025 ATCE registration order”, send your inquiry to [registration@rivhsa.org](mailto: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.

## F. ALTERNATIVE PAYMENT OPTIONS

RIVHSA has enhanced its online registration solutions to support agency check (and purchase order) transactions through our event app portal. With this payment option, registrations are held in a pending status until payment is received. RIVHSA does not accept personal checks. **Registrations are accepted on a full-payment and first-come, first-confirmed basis only.**

### PAYMENT TIMETABLE

AGENCY CHECK	RECEIPT DEADLINE
	Checks must be received by deadline to prevent placement in onsite registration which may incur extended wait time for event check-in.
• Advance Rate	RIVHSA must receive by February 4
• Late Rate	RIVHSA must receive by February 4
• Onsite Rate	Hand-deliver to RIVHSA (Onsite Event Check-in desk)

### HOW TO PURCHASE USING AGENCY CHECK (PURCHASE ORDER)

1. After selecting ticket types and entering attendee information, please select your payment type as (1) check (and purchase order) or (2) invoice.

What is the difference between check and purchase order as a payment option? Agency checks and purchase orders (that do not require a formal invoice from RIVHSA) are processed the same. The submission of a purchase order process is not required by RIVHSA to pay by agency check. If you require a formal invoice generated by RIVHSA, then you must select invoice as your payment type (See guidance below).

Why would an agency select invoice as a payment option? If you require a formal invoice generated by RIVHSA, then you must select invoice as your payment type. RIVHSA will assess a \$20 processing fee on your invoice statement for this request.

2. The mailing address for payments to RIVHSA will be provided once Step 1 is complete along with the details of your pending registration (i.e. tickets, attendees, amount due). We have also provided the payment address below:

RIVHSA  
Attn: 2025 ATCE  
P O Box 1049  
Snellville, GA 30078

3. Once payment is received, the agency will receive a payment confirmation email from the app and attendees are uploaded to the event app with full access.

Ready to register? Go to the event page for the registration portal: <https://rivhsa.org/training-events/>

**NEED ASSISTANCE PAYING BY AGENCY CHECK?**

**Using the following subject line: “[INSERT AGENCY NAME] registering for 2025 ATCE with agency check”, send your inquiry to registration@rivhsa.org.** Please allows 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.

**G. SUBSTITUTION & CANCELLATION**

- **SUBSTITUTION:** Registration fees are non-refundable. Advance substitutions will be accepted and processed through **February 4**. 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 2025 ATCE”, send your inquiry to registration@rivhsa.org.** Please allows 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 **February 4**. 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 9/30/25 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 2025 ATCE”, send your inquiry to registration@rivhsa.org.** Please allows 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.