



## GENERAL NCA CONFERENCE 2011 REGISTRATION POLICIES

### **GENERAL POLICIES**

1. **The conference price is \$875 per person** and includes three (3) night's accommodations at the Gaylord Texan Resort standard room, all NCA hosted food events and educational events and activities.
2. With the exception of attendee's guests, all fully paid attendees are welcome to attend all Summit events and activities. Please see policies for guest's attendance below.
3. Deadline to register is June 15, 2011. Registrations received after that date will not be guaranteed accommodations at the Gaylord Texan Resort.
4. **Extra room nights are available at a price of \$139 per night + resort fees and taxes** from August 8th, 9th, 10th and also August 14th, 15th and 16th. Extra room nights must be booked through the National Concierge Association at the time of registration and are subject to resort availability at the time your reservation is made.
5. A "shared room" option for full paying attendees is not being offered for this event.
6. "Events Only" fees and registration will be accepted only if you live within 100 miles of the Gaylord Texan Resort.
7. No one is considered officially registered for this conference unless this form is completed and submitted (either online or via mail) with payment to the official conference registrations address.
8. Please note refund policy below.

### **GUESTS Fee per guest is: \$275.**

2011 NCA Leadership Summit "guests" are defined as an individual or individuals who are accompanying a full paying 2011 NCA member attendee to guest invited events and activities only as follows:

- \* Opening reception—August 11, 2011, 6:30pm
- \* Friday evening networking dinner at Riverwalk Cantina, August 12, 2011, 6:30pm—8:00pm
- \* 2011 Awards Reception and ceremonies, August 13, 2011, 5:30pm until close of program.

All guests must be 21 years of age or older. Guests must be officially registered and paid in full in advance no less than six weeks prior to the start date of the conference on Thursday, August 11th.

### **REFUNDS/MISCELLANEOUS POLICIES:**

- If requested in writing before June 1, 2011, a one-half refund will be issued via NCA check to the registrant via mailed envelope.
- Requests for refunds after June 1, 2011 will not be honored.
- Paid registrations may be transferred to another attendee in lieu of a refund at any time. Transferred registrants must complete an official registration form and submit to the NCA official address at the time the transfer is made.
- Any check returned NSF from your bank will be assessed a \$50 penalty fee and the check cannot be returned to your bank. In the event your check is returned NSF or closed account, a cashier's check or money order in the full amount due will be necessary and must be submitted via mailed, overnight express, or other to the NCA immediately upon request. Until repayment is received by the NCA the registration will be considered null and void and will be restored upon receipt of payment. Please note in this instance room accommodations may no longer be available at the Gaylord Texan Resort and the NCA will not guarantee nor held responsible for room accommodations accordingly.