



National Concierge Association

21st Annual Conference
August 8-10, 2019 | Minneapolis, Minnesota

NCA CONFERENCE POLICIES

- **Please complete all information requested on this form.** No one (NCA member or non-NCA attendee) will be considered officially registered for the conference without payment received in full at the time this registration is submitted.
- **You may register online or via mail.** Please see address and contact information on page one of this form.
- **GUESTS.** 2019 “Guests” are defined as non-NCA (member) individual(s) who accompany a full-paying 2019 NCA conference attendee to all “Guests Invited” events and activities which are listed as such on the agenda. All guests must be a minimum of 21 years old and must be officially registered and paid for in advance no less than six (6) weeks prior to the start date of the conference. No guest fees or registrations will be accepted at the door of a conference event or activity. The full-paying registrant is ALWAYS responsible for the behavior of his or her guest(s). Any guest asked to leave a conference event for disorderly conduct will include dismissal of the full-paying attendee as well and neither will be re-admitted to any future conference event. In this instance, there will no refund of payment for either the guest or the full paying attendee.
- **REFUNDS.** If requested in writing before May 1, 2019, a one-half refund will be issued. Please allow 4-6 weeks from the date of the refund request to receive the amount due in the form a check made payable to the registrant. Requests for refunds received after May 1, 2019, will not be honored.
- **TRANSFER OF REGISTRATIONS.** The National Concierge Association (NCA) is not obligated at any time to transfer unused paid registrations toward the payment of future conferences. Paid registrations may be transferred to another attendee at any time prior to July 15, 2019. Written requests to transfer, as well as a completed new written registration (on behalf of transferee) must be submitted to the Chief Executive Officer to be considered officially transferred and registered.
- **HOTEL ROOM BLOCK RESERVATIONS.** Room registrations are on a first-come, first-served basis per the NCA reserved block of rooms for this conference. The NCA encourages attendees to register as early as is possible to ensure accommodations at The Marquette Hotel.
- **IN THE EVENT OF A SOLD-OUT STATUS PRIOR TO JULY 15 DEADLINE.** The NCA will make every attempt to secure comparable accommodations at another hotel located as close to the host hotel as is possible. However, the NCA does not guarantee accommodations after the secured room block is sold out. If able to secure other accommodations, the attendee/registrant must to pay any additional charges upon booking of rooms.
- **ONLY MINNEAPOLIS AREA RESIDENTS MAY REGISTER FOR “EVENTS ONLY” ATTENDANCE.** Provided the registrant lives and works within 100 miles of Minneapolis, Minnesota the attendee may register for “events only.” No room accommodations will be provided to “events only” attendees.
- **IF THE NCA/THE MARQUETTE HOTEL CONTRACTUAL OBLIGATION HAS BEEN FULFILLED:** In this instance the NCA may extend the “events only” option to non-Minneapolis attendees.
- **RETURNED CHECKS/NSF.** Any check returned to the NCA from your bank marked “NSF” or “Account Closed” will be assessed a \$50 penalty and must be paid immediately upon request via a certified check or money order. Any registration remaining unpaid for this reason after the start of the conference date will be subject to all legal remedies to redeem monies owed to the National Concierge Association, including legal fees.
- **CORRECT REGISTRATION INFORMATION.** If you fill out a paper registration, please print legibly and fill out ALL information. Missing or incomplete information is not the responsibility of the Executive Board to verify or include. Corrections or changes will not be made by the Executive Board. Your information will be entered into the database, after which you will receive an automated electronic confirmation of the registration. You are responsible for verifying that the information is correct.