



## Registration and Cancellation Terms & Conditions

*By registering for JAM, you agree to the below and to the JAM Health & Safety Policy.*

### Payments

Registration fees may be made online with Visa, MasterCard, Discover, and American Express. Registration and payment must reach Jenzabar by the published deadline date, otherwise the next registration rate will apply. Purchase orders are not recognized as a form of payment.

Group discounts are available when there are three or more attendees from the same school. A discount will be applied to each full rate (early or regular) JAM registration automatically once the threshold is reached. Complimentary registrations (i.e. Speaker, JPP) will count towards the group size but the discount will only be applied to each full rate registrations at check-out. Co-presenter, pre-conference, executive summit and guest tickets are not eligible for the group discount.

A receipt is emailed with the registration confirmation at the end of the registration process. You may also view and print your Invoice in the Attendee Service Center. Login using your email address and the password provided in your registration confirmation email.

### Changes

To modify your JAM registration data or make an online payment, visit the Attendee Service Center. Login using your email address and the password provided in your registration confirmation email.

To make a substitution, please contact [JAM@jenzabar.com](mailto:JAM@jenzabar.com).

### Pre-conference Classes

Pre-conference Seminars and Labs will be confirmed by April 29, 2022. Pre-conference offerings may be cancelled if less than 5 attendees are confirmed. Due to limited seating in Pre-conference classes, a registration is not confirmed until receipt of payment.

The JAM Cancellation Policy applies to Pre-conference classes.

### Guest Tickets

Advanced purchase is required and payment for guest tickets must be received by May 13, 2022. Guest tickets are available for purchase online only – tickets will not be sold onsite. The JAM Cancellation Policy applies to Guest Tickets.

### Cancellation Policy

You may cancel and receive a full refund in the form of the original payment if we are notified of your cancellation in writing to [JAM@jenzabar.com](mailto:JAM@jenzabar.com) by **April 30, 2022**. After that date, you may send a substitute in lieu of a refund, but no refunds will be issued.

Any changes that would result in a refund must be made by April 30, 2022. No refunds of any kind will be issued after April 30, 2022, and any unused complimentary registrations will be forfeited.

If you fail to notify JAM of your cancellation or substitution by April 30, 2022, you will be responsible for the full registration amount and no refunds will be issued.

If you cancel as part of a discounted group, and the group falls below the discount level, the rate for all attendees within that group will be recalculated to reflect the change to discount status. Your refund, if due, will reflect the change to the rates or the group will be billed for any balance due.

There will be no refunds due to weather or other travel delays.

If you do not attend JAM, you are ineligible to receive any JAM gifts, prizes or other conference-related materials.

The JAM cancellation policy applies to all JAM programs including, but not limited to, Pre-Conference Program, Executive Summit and guest tickets.

Should Jenzabar cancel JAM, all registration fees paid will be refunded 100%, regardless of date. No credit will be given for complimentary registrations.

### **Cancellation due to Covid-19**

If you are exposed to, experiencing symptoms, tested positive or in quarantine due to Covid-19 before the start of the conference but after the cancellation deadline, please contact [JAM@jenzabar.com](mailto:JAM@jenzabar.com) to cancel your conference registration.

Your options include:

- Transfer your registration to a colleague at your institution; or
- Cancel your registration completely. No refunds will be available after April 30, 2022; however, you may receive a credit for the amount paid that can be applied towards registration for JAM 2023. This credit is available for the individual canceling due to Covid-19; it is not transferrable to another individual. Any complimentary registrations (i.e., JPP, Speaker) will be forfeited.

Please refer to the JAM Health & Safety Policy for additional details.

### **Name Badge Security**

Each attendee is issued a name badge during onsite registration check-in. Due to safety and security measures, each attendee must pick up their own badge at registration check-in. The badge must be worn at all times during the conference for access to JAM sessions, meals and events. If a badge is lost or damaged, a \$25 replacement fee will be charged. Badge swapping is not permitted. Anyone found wearing a badge that does not match his/her identification will be removed from the conference without a refund.

### **JPP and Complimentary Registrations**

Complimentary JPP/Maintenance or other type of complimentary registration will be reviewed by show management and the registrant will be notified if the complimentary registration is unavailable and payment is due. JPP/Maintenance registrations are granted annually to eligible institutions and must be used in the year granted or they will be forfeited. No refunds or credits for future events will be granted on complimentary registrations.

Please contact [JAM@jenzabar.com](mailto:JAM@jenzabar.com) with any questions.