



## Registration and Cancellation Terms & Conditions

*By registering for JAM, you agree to the below:*

### **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 based on the size of the group, starting at five or more attendees, from the same institution who register in one consecutive process. A discount will be applied to each full JAM Conference pass (early, regular, or late rate) automatically once the threshold is reached. Complimentary or discounted registrations (i.e. speaker, JPP, etc.) will count towards the group size but the discount will only be applied to each full rate registrations at check-out. JAM Pro upgrade, day rates, co-presenter, JAM Academy Live, 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 and pay any outstanding balances in the [Attendee Service Center](#). Login using your email address and the password provided in your registration confirmation email.

### **Changes and Substitutions**

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 28, 2023. 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 12, 2023. 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 28, 2023**. After that date, you may send a substitute in lieu of a refund, but no refunds will be issued for any registration changes or cancellations.

Any changes that would result in a refund must be made by April 28, 2023. No refunds of any kind will be issued after April 28, 2023, and any unused complimentary registrations will be forfeited.

If you fail to notify JAM of your cancellation or substitution by April 28, 2023, 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, JAM Academy Live pre-conference program, Executive Summit, and guest tickets.

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

### **Complimentary Registrations**

Complimentary registrations, including JPP/Maintenance, Presenter, RUG Host or 25 Year Academy, provides a standard JAM Pass. An upgrade to the JAM Pro Pass level is available to purchase for \$200 each. Complimentary registration will be reviewed by show management and the registrant will be notified if the complimentary registration is available or 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.

### **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. 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.

### **Health & Safety Protocol**

The health and safety of all JAM participants are a top priority for Jenzabar. Currently, there are no vaccination or testing requirements to attend JAM 2023, but Jenzabar reserves the right to enact health protocols at any time to ensure the safety of participants. We will continue to monitor the health guidelines of the CDC, Gaylord Palms and local authorities, and communicate any changes to registrants prior to JAM.

For the safety of all attendees, if you are exposed to, experiencing symptoms, tested positive, or are in quarantine due to Covid before the start of the conference, please do not attend JAM. Please contact [JAM@jenzabar.com](mailto:JAM@jenzabar.com) to discuss cancellation options.

### **Code of Conduct**

Jenzabar is committed to providing a friendly, safe, supportive, and harassment-free environment at JAM for all attendees and participants. The [JAM Code of Conduct](#) outlines Jenzabar's expectations for all JAM attendees and participants. Cooperation is expected from everyone, and violations are taken seriously.

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