

NeighborWorks Training Institute Event Policies

NeighborWorks America is committed to the equal treatment of and opportunity for all people without regard to race, religion, ethnic background, age, sexual orientation, marital status or gender. Our practice is one of zero tolerance for discrimination.

EVENT INFORMATION FOR ALL ATTENDEES

Registration: Check-in is required at **On-Site Registration** for all events. Your event transcript, including course selections and classroom locations, is e-mailed to you approximately one week prior to the event. If you didn't provide an updated e-mail address when you registered, please send your most current e-mail address to nti@nw.org.

Legal Name and Name Changes: All registrations must be submitted under your legal name as listed on your government-issued photo identification. If your legal name has changed subsequent to you registering for a training event or at any point beyond that time frame, please submit a copy of the legal document to the email address – nti@nw.org so the required change can be updated to our database. Please note that we will be unable to make full name changes onsite and you must provide legal documents in order to facilitate any name change.

Attendance and Certificate Policy: Courses begin promptly at 8:30 a.m. and end at 4:00 p.m. Monday – Wednesday; on Thursday courses begin at 8:30 a.m. and end at 4:30 p.m.; on Friday courses begin at 8:30 a.m. and end at 2:30 p.m. Certificates of completion are issued only to participants who attend and complete 100% of the course. There are no exceptions to this policy. In an effort to better meet participant travel requirements, courses will end promptly at 2:30 p.m. on Friday. The additional time will be made up based on the consensus between the instructor and course participants. Check with your instructor for more details. **Participants should schedule their return travel to depart at least three hours or more after their last course ends so they can attend 100 percent of the course, receive their certificates, and make it safely to the airport in time for their flight.**

Special Needs: If you have special needs addressed by the *Americans with Disabilities Act*, please notify NeighborWorks at least one month prior to the event at nti@nw.org. You should also indicate your special need on your registration form so that appropriate arrangements can be made.

Accommodations: Guestrooms are available the day before your courses begin and checkout is on the last day of your courses. Please refer to the Travel & Logistics Guide (TLG) for your hotel's specific check-in and check-out time. For hotel services (business center, fitness center, etc.) or driving directions, please refer to the hotel's website. A block of rooms are available at each of the Training Institute hotels.

The hotel requires an incidental deposit upon check in equivalent to the number of nights you are lodged times the daily deposit amount. If you spend the deposit, you are required to provide an additional deposit. Please refer to the TLG for your hotel's specific deposit requirement. If you use a debit card, please check with your banking institution for the most updated regulations that may affect the fees charged to your account. Upon receipt of your confirmation letter, please read it carefully for important details about your registration and course locations, if applicable. All requests to change room locations should be made 5 weeks prior to the event or at the latest by the deadline date indicated on the respective TLG. Please check the respective event brochure and the TLG for the specific hotel change deadline date. **No changes will be made onsite.**

Travel Changes/No Show Policy: Please notify us in advance if your travel plans change for any of our training events. **If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a "no-show" charge, which will then be billed to your organization.** Failure to check into the hotel on the confirmed date may also lead to your hotel reservation being cancelled. Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability. Please review your confirmation letter for your assigned lodging hotel and dates to assure that you arrive and depart on the dates scheduled. As a reminder, if you encounter travel delays/cancellations (i.e., a flight cancellation or significant delay) that will impact your arrival at the training event, it is important that you notify us at: nti@nw.org, TrainingEvents@nw.org or call (800) 438-5547. Please do not contact the hotel directly. This will help us ensure you will avoid being considered a no-show. If you have any questions or concerns regarding this topic or other travel issues, please contact us.

Cyber Café: Information will be provided in your event registration pamphlet.

Meals: Meals are at your own expense. A light breakfast snack is served from 6:45 – 8:15 a.m. at specified hotels.

SPECIAL INFORMATION FOR PARTICIPANTS FROM ORGANIZATIONS OUTSIDE THE NEIGHBORWORKS NETWORK

Pre-event registration: Forms will be accepted up until three weeks of the event date. After this date, participants wishing to take courses at this event must wait to enroll during the onsite registration. To register for courses, locate the classes you wish to take and indicate your first and second choices for each day on the registration form. Use both course letters and numbers. Also, list the tuition for each first choice course only. Complete the entire form and mail or fax to NeighborWorks America. Register early; classes fill up quickly, and we cannot guarantee onsite or late registrants the classes of their choice. We recommend you do not confirm your travel and accommodations until you receive confirmation of your enrollment in selected courses.

Online registration: Instead of mailing or faxing a registration form, consider signing up through our online registration system. Participants choosing to use the online system will be able to access their online transcript history, update profile information, streamline payment transactions and make course registration changes. Access the online registration tool at www.neighborworks.org/onlineereg. As a first time user to this online tool, you will need to create a user profile before registering.

Onsite registration: Onsite registration opens at 3 p.m. on the Sunday before courses begin. Check daily hours of operation onsite. All participants must stop by the onsite registration to pick up their event name badge and registration pamphlet before attending courses. Your registration pamphlet will have up to date event information, including the free afternoon workshop listing and locations.

Payment policy: Institute courses and symposia are individually priced. Tuition fees include courses, materials and site visits (where applicable), afternoon workshops, and a light daily breakfast snack. Payment is due with your registration form and may be made by check, Visa, MasterCard or American Express. We will also accept an official purchase order issued by your organization or a government agency form SF182. Upon submission of either of these official documents, we will bill you and hold your course seats until three weeks before the event date, to allow for receipt of payment. All tuition and registration payments must be received in full before your registration can be confirmed and a confirmation packet issued. Send completed registration form(s) and payment to:

Neighborhood Reinvestment Training

PO Box 418630, Boston, MA 02241-8630

When using a credit card, please fax it to: (800) 834-3758

Travel: Non-Network participants are responsible for making their own travel arrangements.

Accommodations: Make your own lodging arrangements. A block of rooms are available at the hotels specified on the event TLG. To guarantee a room at the special NeighborWorks/NTI rate, reservations must be made by the deadline noted in the event TLG -- rooms are available on a first-come, first-served basis. Utilize the designated website link, or call the hotel directly to make your reservations and ask for the NeighborWorks rate. (**rate is subject to change*).

Changes, Substitution, Cancellation and Refunds: Change requests can be made by calling 1-800-438-5547 or e-mailing nti@nw.org and are subject to course availability. During the event, check the *Course Availability Board* and make changes at the on-site registration area.

If you need to cancel your registration to the event, you must provide notice of cancellation via email to nti@nw.org at least three weeks prior to the start date of the event in order to receive a full tuition refund.

Participants should check the event brochure and respective TLG for the specific cancellation deadline date. If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration for the event, you should also contact Direct Travel at either nwa@dt.com or nwanyc@dt.com or 866-492-9834, in addition to sending your email notice of cancellation to nti@nw.org.

If cancellation notice is received less than three weeks and up to five business days before the start date of the event, NeighborWorks will assess a \$150 cancellation fee and provide a tuition credit voucher for the balance. The credit

voucher expires if not used within one year of issuance. If a cancellation notice is received less than five business days prior to the start date of the event, or if you do not complete your coursework, no tuition or hotel refund or credit voucher will be issued. Participants should check the respective event brochure and the TLG for the specific substitution and cancellation deadline dates.

NeighborWorks America reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event that the course you chose is cancelled, NeighborWorks America is not liable to you for any other damages, including, without limitation, any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks event or other direct, indirect or consequential damages.

Refunds: Refunds are made in the same form that the original payment was received. Credit refunds are processed within three weeks after an event and normally appear on your credit statement within three to five business days. Check refunds may take up to 45 days for processing and mailing.

SPECIAL INFORMATION FOR SCHOLARSHIP RECIPIENTS

Scholarship Recipients: Review your scholarship award letter for details regarding the award. If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration, you should also contact Direct Travel at either nwa@dt.com or nwanyc@dt.com in addition to sending your notice of cancellation to nti@nw.org. A hotel early departure fee will be assessed for scholarship recipients who check out of the hotel early without notification to NeighborWorks. Please review your confirmation letter for assigned lodging and dates.

Travel Changes/No Show Policy: Please notify us in advance if your travel plans change for any of our training events. **If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a “no-show” charge, which will then be billed to your organization.** Failure to check into the hotel on the confirmed date may also lead to your hotel reservation being cancelled. Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability. Please review your confirmation letter for your assigned lodging hotel and dates to assure that you arrive and depart on the dates scheduled. As a reminder, if you encounter travel delays/cancellations (i.e., a flight cancellation or significant delay) that will impact your arrival at the training event, it is important that you notify us at: nti@nw.org, TrainingEvents@nw.org or call (800) 438-5547. Please do not contact the hotel directly. This will help us ensure you will avoid being considered a no-show. If you have any questions or concerns regarding this topic or other travel issues, please contact us.

If you are a “NO SHOW” to an event, your scholarship eligibility may be revoked for a period of 12 months. Scholarships are non-transferable to other individuals or events.

NeighborWorks reserves the right to cancel any course at any time. If your course is cancelled, you may choose another course within your scholarship parameters. NeighborWorks is not liable to you for any obligation to provide a reimbursement for any travel and/or lodging costs associated with attending any NeighborWorks training event or other direct, indirect or consequential damages.

Lodging for Scholarship Recipients

Most scholarships cover lodging and tuition only; however, review your scholarship award letter for details. Most scholarships do provide single-room accommodations.

The hotel requires an incidental deposit upon check in equivalent to the number of nights you are lodged times the daily deposit amount. If you spend the deposit, you are required to provide an additional deposit. Please refer to the Travel & Logistics Guide for your hotel’s specific deposit requirement. If you use a debit card, please check with your banking institution for the most updated regulations that may affect the fees charged to your account.

If you cannot secure a return flight to get you to your home airport by 12:00AM- midnight on the last day of your course, you may stay an additional night at our expense, when we are notified by the hotel lodging deadline date specified in the event TLG. Lodging extension requests received by the deadline date noted in our TLG will be made based on availability. No changes will be made onsite. We may use multiple hotels to accommodate the required number of guestrooms and meeting rooms. It is possible that your guestroom and courses will be held in different properties.

SPECIAL INFORMATION FOR NEIGHBORWORKS NETWORK PARTICIPANTS ONLY

Registration: The NeighborWorks network slot registration deadline is communicated when each event is launched. Indicate your first and second choices for courses each day on the registration form using the course letters and numbers. To verify that your organization is a NeighborWorks network organization, please check the members-only website at www.neighborworks.org.

Online registration: Consider enrolling through our online registration system. Network participants choosing to use the online system will be able to register, access their online transcript history, update profile information and make course changes. If you are using a training slot, you will need the slot code in order to submit your lodging needs. Only those online registrants listed as working for a chartered NeighborWorks Network Organization and with a user profile set up as working for that organization by selecting it as your organization in the online pull-down menu will be able to access and use a slot in our online registration system. You may access the online registration tool at www.neighborworks.org/onlineereg. As a first time user to this online tool, you will need to create a User Profile before registering for the event.

Training Institute slots: Each NeighborWorks network organization receives an annual (fiscal year: Oct. 1 – Sept. 30) number of training institute slots. Each NeighborWorks network training slot covers tuition for up to a full week of courses and a discounted single occupancy room. As a network participant attending an event, you pay a discounted single occupancy room rate per night times the number of days you participate in the training institute. The full payment: \$495 tuition plus the **non-refundable** lodging per night cost is due at the time of registration by the identified slot registration deadline. The organization name listed on the Network registration form must be the official Network organization chartered name; abbreviations and affiliate names will not be accepted. Upon receipt of your confirmation and travel and logistics guide, please read carefully for special details about your course selections and hotel assignment for your lodging.

Tuition rate: NeighborWorks network members register for the training institute at a special flat rate. Tuition includes courses and materials, afternoon workshops, and a light daily breakfast snack.

Paying your own expenses (POE): If your organization has exhausted institute slots and still wishes to have staff attend, you may pay the flat fee tuition rate, as well as arrange and pay for your own staff travel and lodging. Complete the registration form and check the “Pay Own Expenses” box. Submit the form with your tuition payment by the designated deadline date.

Payment: Tuition and accommodation (if applicable) payment(s) must accompany your registration form. Illegible, incomplete forms or forms submitted with no payment attached will delay the registration process. Send completed registration form(s) and payment to:

Neighborhood Reinvestment Training

PO Box 418630, Boston, MA 02241-8630

When using a credit card, please fax it to: (800) 834-3758

Accommodations: All NeighborWorks America events only book single-occupancy hotel rooms. All slot registrations include a discounted single occupancy room. As a network participant attending an event, you pay the single occupancy rate per night times the number of days you participate in the training institute. Lodging registrations are not transferable without approval from NeighborWorks America. Please read your confirmation letter carefully for your hotel assignment. Please check the respective event brochure and the TLG for the specific hotel change deadline date. If you cannot secure a return flight to get you to your home airport by 12:00AM- midnight on the last day of your course, you may stay an additional night at the same discounted single-occupancy room rate, when we are notified by the hotel lodging deadline date specified in the event TLG. Ordinarily, we expect slot users to depart on the evening of their last day of classes or official meetings. In cases where return travel is not feasible on that evening, registrants can request an additional night stay, by the lodging changes deadline listed in the event TLG. Lodging extension requests received by the deadline date noted in our TLG will be made based on availability. The cost for the additional night stay- if afforded- will be the same discounted rate as other hotel lodging days. **No changes will be made onsite.**

Changes, Substitution, Cancellation and Refunds: Change requests can be made by calling 1-800-438-5547 or e-mailing nti@nw.org and are subject to course availability. During the event, check the *Course Availability Board* and make changes at the on-site registration area.

If you need to cancel your registration to the event, you must provide notice of cancellation via email to nti@nw.org at least three weeks prior to the start date of the event in order to receive a full tuition and/or hotel refund.

Participants should check the event brochure and respective TLG for the specific cancellation deadline date. If NeighborWorks covered your travel costs to attend the event and you need to cancel your registration for the event, you should also contact Direct Travel at either nwa@dt.com or nwanyc@dt.com or 866-492-9834, in addition to sending your email notice of cancellation to nti@nw.org.

If cancellation notice is received less than three weeks and up to five business days before the start date of the event, NeighborWorks will assess a \$150 cancellation fee and provide a tuition credit voucher for the balance. The credit voucher expires if not used within one year of issuance. If a cancellation notice is received less than five business days prior to the start date of the event, or if you do not complete your coursework, no tuition or hotel refund or credit voucher will be issued. Participants should check the respective event brochure and the TLG for the specific substitution and cancellation deadline dates.

NeighborWorks America reserves the right to cancel any course at any time. If your course is canceled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event that the course you chose is cancelled, NeighborWorks America is not liable to you for any other damages, including, without limitation, any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks event or other direct, indirect or consequential damages.

Refunds: Refunds are made in the same form that the original payment was received. Credit refunds are processed within three weeks after an event and normally appear on your credit statement within three to five business days. Check refunds may take up to 45 days for processing and mailing.

Travel Policy

Effective December 2017, the NeighborWorks network organizations will be provided travel funding to complement their slots. Your organization is responsible for booking and paying for your travel to the training institute using your own travel agency or online booking tool. Ordinarily, we expect slot users to depart on the evening of their last day of classes or official meetings. In cases where return travel is not feasible on that evening, registrants can request an additional night stay, by the lodging changes deadline listed in the event TLG. Lodging extension requests received by the deadline date noted in our TLG will be made based on availability. The cost for the additional night stay- if afforded- will be the same discounted rate as other hotel lodging days. It is the participant's responsibility to ensure their lodging and travel dates are the same. If you are participating in a special NeighborWorks meeting or receiving a scholarship in which travel is covered, you will receive specific instructions on how to arrange your travel. In the registration process, be sure to specify the dates that you need a hotel room, which must match the dates for your courses/meetings. NeighborWorks does not reimburse baggage fee(s) charged by the airline. We recommend you not schedule your departing airfare until 3 hours after your course end time. Exceptions to the **100% Course Completion Policy** will not be granted or considered due to early scheduled flights.

Travel Changes/No Show Policy: Please notify us in advance if your travel plans change for any of our training events. Failure to check into the hotel on the confirmed date is considered a "no-show" and may lead to your hotel reservation being cancelled. **If hotel reservations were confirmed on your behalf by NeighborWorks and you did not cancel and did not show up at the event, the hotel will assess a no-show charge, which will then be billed to your organization.** Note that reinstatement of a no-show reservation is not guaranteed and will be based on hotel availability. Please review your confirmation letter for your assigned lodging hotel and dates to assure that you arrive and depart on the dates scheduled. As a reminder, if you encounter travel delays/cancellations (i.e., a flight cancellation or significant delay) that will impact your arrival at the training event, it is important that you notify us at: nti@nw.org, TrainingEvents@nw.org or call (800) 438-5547. Please do not contact the hotel directly. This will help us ensure you will avoid being considered a no-show.

If you have any questions or concerns regarding this topic or other travel issues, please contact us.

If your travel question has not been addressed, please contact the Manager of Customer Response at NeighborWorks America, Training Division, 999 North Capitol Street NE, Suite 900, Washington, DC 20002, 800-438-5547—telephone or e-mail at nti@nw.org.

Comments, Questions and Suggestions

If you have questions or opinions about any aspect of your NeighborWorks Training Institute experience, please call us at 800-438-554, or e-mail us at nti@nw.org.

You can also write to us at NeighborWorks America, Training Division, 999 North Capitol Street NE, Suite 900, Washington, DC 20002, ATTN:Customer Response.

Your opinions are important to us!