

## 2019 Conference Information and Policies

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### **REFUND AND CANCELLATION POLICY:**

All refund or cancellation requests **must** be made in writing to the American Public Gardens Association. Refund schedule:

3/1/19-4/17/19: The Association will refund registration fees less a \$125 processing fee

4/17/19-5/27/19: The Association will refund 50% of registration fees.

After 5/27/19: There are NO REFUNDS for cancellations, no-shows, or unused function tickets, including illness-related.

Cancellation policies and fee do not pertain to the optional tours and workshops, which may be cancelled for a full refund up until May 27, 2019. No refunds for these events will be given after 5/27/19. Please direct all questions regarding payment to Kate Tyrawski, Associate Director of Operations, at 610.708.3012 or [ktyrawski@publicgardens.org](mailto:ktyrawski@publicgardens.org).

### **DISCOUNTED RATES:**

**Online registration:** Register online and save \$50 off your registration (automatically applied at the beginning of the process). All paper registrations will include a \$50 processing fee.

**Early Bird Discount:** Submit your registration online by **April 17, 2019**, and save \$50 off the daily registration rate and \$100 off the full registration rate. One-Day and Multi-Day registration fees also increase after April 21, 2017. Regular rates are in effect from April 22 to June 6, 2017. All registrations received after this date will be charged an additional on-site fee.

**Membership:** Join the Association today and take advantage of conference discounts. For membership information, please contact Jen Moszczynski, Member Development Manager, at 610.708.3014 or [jmosz@publicgardens.org](mailto:jmosz@publicgardens.org). (To receive the discounted rates, membership dues must be received with or prior to your registration.)

**Students Members:** Full-time students who are student members of the Association may register at the student rate. All other students must become a member to benefit from the student rate or pay the non-member rate.

**4-Day Registration:** Full registration also includes attendance to all Keynote address events, concurrent sessions and special sessions (except the Leadership Forum), and select meals. Optional tours and workshops, host garden events, and certain special events are not included, but may be purchased at an additional fee.

**1-3 Day Registration:** Daily registration allows you to attend that day(s) Keynote Address events, concurrent sessions, special sessions (except the Leadership Forum, if applicable), and any meals that are included. Host garden events, optional tours, workshops, and certain special events are not included but may be purchased at an additional cost.

### **PRESENTERS/MODERATORS:**

**ALL Presenters and Moderators must register for the conference.** Those who plan to attend conference events (including concurrent sessions), please register using the normal online process. If you only intend to give your presentation and DO NOT plan on attending any other events at the conference (including concurrent sessions), contact the Association directly at 610.708.3012 or [ktyrawski@publicgardens.org](mailto:ktyrawski@publicgardens.org) so we can collect the proper information needed.

### **EXHIBITORS:**

ALL Exhibitors who plan to attend the conference must register in advance. Further instructions will be sent to you directly. Contact Jen Moszczynski, Member Development Manager, at 610.708.3014 or [jmosz@publicgardens.org](mailto:jmosz@publicgardens.org), with any questions.

### **GUESTS:**

A "Guest(s)" is a person who will be accompanying you to certain special or optional events, but **does not** plan to attend the rest of the conference (**i.e. a spouse/partner**). As most of these special or optional events require an additional guest fee, you **MUST** register your guest(s) for any and all events he or she wishes to attend. **PLEASE NOTE:** Guests CANNOT attend concurrent sessions. Anyone who wishes to go to concurrent sessions **MUST** sign up as an attendee and pay to attend the conference accordingly.

### **COMPLIMENTARY REGISTRATIONS/SCHOLARSHIPS:**

Outside of our scholarship program, the Association has no budgeted funds to provide complimentary registrations. As a small non-profit, we are simply unable to support any additional complimentary registration requests to the annual conference at this time.

### **PAYMENT POLICY:**

All payments must be in US dollars and included with your registration form or online. Registration forms received without proper payment will not be processed. Please direct all questions regarding payment to Kate Tyrawski, Association Director of Operations, at 610.708.3012 or [ktyrawski@publicgardens.org](mailto:ktyrawski@publicgardens.org).