

## Online Registration FAQ

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### **What if I need to add an attendee?**

*Complete the online registration process for just that attendee.*

### **What if I need to cancel an attendee?**

*Please submit a written cancellation request by fax, mail, or email no later than NOON on Friday, October 2. Requests for refunds (less \$25 service fee per registrant and credit card processing fees if applicable) can only be honored if made by this deadline. Call or email Sheila at 701-255-4127 or 800-932-8791 or [Sheila.Long@ndsba.org](mailto:Sheila.Long@ndsba.org). Fax: 701-258-7992.*

### **Can I change who is a delegate and alternate?**

*Yes, prior to September 30, your board must approve the delegate or alternate change. Call or email Sheila at 701-255-4127 or 800-932-8791 or [Sheila.Long@ndsba.org](mailto:Sheila.Long@ndsba.org).*

### **My board member thought he could only attend the Law Seminar but now wants to attend the convention, too. What do I do?**

*Call Sheila at 701-255-4127 or 800-932-8791 to alter the registration. You will need to pay the additional cost by check.*

### **My board member thought she could attend the New Member Learning to Lead Workshop and Convention, but now she can only attend the workshop. What do I do?**

*Call Sheila at 701-255-4127 or 800-932-8791 to alter the registration. If made prior to October 3, a refund for the difference in fees (less \$25 service fee per registrant and credit card processing fees if applicable) will be issued by check.*

### **Can I change the name on a registration?**

*Yes. Call Sheila at 701-255-4127 or 800-932-8791.*

### **I thought I registered, but I didn't receive a confirmation email.**

*Call Sheila at 701-255-4127 or 800-932-8791 to ensure your registration was processed and the contact information you entered is correct.*