



Texas Jail Association

REGISTRATION AND REFUND POLICY

I. Purpose

The purpose of this policy is to govern the acceptance and refund of fees collected relating to the attendance of conference and programs offered by the Texas Jail Association.

II. Effective Date: (August 20, 2024)

III. Registration Fees for Conferences

Registration fees will be set by the Board of Directors annually in advance of conferences based upon the projected expenses for instructors, classrooms, food and beverage, and other components.

IV. Registration

A. Early Registration

Early registration for any conference or program can be completed any time at least 45 working days prior to the start date of the program by registering online and providing a credit card, check or purchase order for the program fee.

B. Late Registration

Late registration for any conference or program starts 45 working days prior to the start of the program and continues through the duration of the conference. Late registration can be completed by registering online and providing payment by credit card, check or purchase order. Late registration costs will be the program fee plus 20% for special handling.

C. On-Site Registration

On-site registration for any conference or program can be completed at the venue during advertised on-site registration hours by completing a registration and providing check, or cash for the Late Registration amount.

D. Complimentary Registration

1. The Texas Jail Association will waive the program fee for the Annual Training Conference and the Jail Management Issues Conference for all elected and appointed board members.
2. The Texas Jail Association will waive the program fee for the Annual Training Conference for all Past Presidents of the Association.

E. Guest/Spouse/Child Registration

This fee is payable on-site for a guest/spouse/child related to an appropriately registered conference participant. This fee is assessed for the cost of breaks, banquets, entertainment, and other activities.

F. Exhibit Hall Pass Registration

This fee allows a non-member to enter the exhibit hall for the day on which it was issued.

V. Refunds

- A. A 50% refund of fees paid will be authorized when a written request for refund of conference or program fees is submitted at least 45 working days prior to the scheduled start of the program.
- B. A refund of 50% of the fees paid will be authorized when a written request for refund of conference or program fees is submitted more than 45 working days prior to the scheduled start of the program.
- C. No refund will be given for participants that cancel less than 45 working days prior to the start of the program. Any registered participant that does not attend the program and provides no advance written notice of cancellation will be charged the full registration fee.
- D. Substitutions may be made prior to the first day of the program for persons that are unable to attend. Advance notice is requested.
- E. The Executive Director may make exceptions to the refund policy in the event of a documented emergency that prevents the participant from attending as scheduled.

VI. Payment

- A. Invoices will be issued for all unpaid attendees. Invoices issued by the Texas Jail Association are payable and due to the Association no later than the 10th day following the conference or program. TCOLE continuing education hours will not be reported for attendees if payment is not received by the due date.
- B. Any agency with an unpaid invoice 10 days following the conclusion of the conference will not receive training/TCOLE credit for their attendees who have an outstanding balance.
- C. Any agency or participant with an outstanding balance will not be eligible to register for future conferences until the delinquency is paid in full.