

# Conscious Discipline Event Registration Frequently Asked Questions

## Am I registered?

- Individual Registrations: We will send an email with an order confirmation number when you complete your purchase. If you have not received this confirmation email, please contact our [Customer Care team](#).
- Team Registrations: Once you purchase a team order in our system, you will be responsible for sending the registration link to additional team members to complete their registration. Once they complete this form and register, team members will receive their order confirmation emails. Note: Team members will not be able to enter the event until they complete the online form and receive their confirmation emails.
- All attendees must present their confirmation order number at onsite registration check-in at the event.

## What is needed at check-in?

Please provide your order number when checking in at the event.

## Can I purchase event tickets onsite?

Walk-ins are not preferred at our events. We will not allow entry if the event is sold out. If space allows, we will accommodate walk-ins as best we can. Full payment is required prior to entry into the event. The registration fee for walk-ins is the standard event registration cost plus a 20% administration fee.

## Do you accept Purchase Orders (PO) for events?

- Yes, we accept POs for event registration. POs must include recipient name and address, PO number, itemized list, and matching order total.
- You can place an order without having a PO; however, your order is subject to be **CANCELLED** if we do not receive your PO within **15 days** of placing the order.
- We require payment to be received no more than **15 days AFTER** receiving your purchase order or your registration may be cancelled.
- For special situations, please contact [events.team@consciousdiscipline.com](mailto:events.team@consciousdiscipline.com) and/or [ar.team@consciousdiscipline.com](mailto:ar.team@consciousdiscipline.com). You must reference your order number when inquiring.

### **Where is the event, event schedule, etc.?**

Please click [here](#) to navigate to our events page. Once there, please click on the event you will be attending or are interested in attending. Scroll down until you see “Additional Information about this Event.”

### **I am needing to substitute a person**

- o Attendees of Conscious Discipline events may substitute another person for their seat at no extra charge up to 30 days prior to the start of the event.
- o For individual registrations, you will contact our [Customer Care team](#) to change the name on your ticket.
- o For team registrations, log into your account to access your team under My Account. This is where you can remove/cancel members and add new members. Substitutions must be made and confirmed prior to onsite arrival.

NOTE: Within 30 days of an event, transfer requests are approved on a case by case basis and a \$25.00 per substitution administration fee will be incurred and invoiced after the event. You must call or email our [Customer Care team](#) to substitute someone within this 30 day timeframe.

### **Where am I on the waitlist?**

- o An event will automatically provide a waitlist option when trying to register, if the event is sold out. To add yourself to the waitlist, please go to our [Events page](#). Click on the sold-out event. Then, click on “Waitlist” to access and submit the form. When an event is sold out, attendees on the waitlist are considered priority on a first come first served basis when we have event cancellations. If a spot opens, you will receive an email. You must respond with a yes or no by the given date in the email or your seat will be released to the next person on the waitlist.

### **How can I get a refund/cancellation?**

- o All cancellation requests must be received in writing via email to [events.team@consciousdiscipline.com](mailto:events.team@consciousdiscipline.com). A full refund minus \$100 processing fee will be available up to 30 days prior to the event. Refunds are not provided 30 days or closer to the event. No shows to our events are not eligible for a refund.
- o Conscious Discipline reserves the right to substitute speakers at any event. In the unlikely event an event is cancelled, registrants will be refunded paid event tuition only. We will not reimburse registrants for flights or any other travel cost. It is the registrant's responsibility to cancel any and all travel reservations made for the event, including hotel reservations.

### **Am I able to transfer my registration ticket to another event?**

All event tickets are non-transferable.

**Will I get an event certificate for attending?**

- Yes, you will receive a certificate of attendance after attending one of our events. The certificate will include Event Title, Date and Location, Total Contact Hours of Education/Participation, and Course Code. You will receive it by email approximately two weeks after the event concludes. If you have not received your certificate after that timeframe, please contact [events.team@consciousdiscipline.com](mailto:events.team@consciousdiscipline.com) or our **Customer Care team**.
- CEU-eligible events are based on the length of training (10 contact/training hours = 1 CEU). 1 CEU costs \$99.00 to purchase through Concordia University.
  - To apply, please go to <https://continuinged.cuw.edu/offerings.html> and search the course code in the "Keyword Search Bar". Click on the course matching the event title, add it to your cart and check-out.

**When are helper and scholarship seats selected?**

Helper and scholarship applications are closed by 90 days of an event, with an exception to our Week-long Institutes which will have a separate close date. You will be notified by email 60 - 45 days prior to the event, whether or not you have been selected as a helper or scholarship seat.

**What is covered if I am selected to receive a scholarship seat?**

- Scholarship covers tuition fees and course materials for the designated workshop. Travel, accommodations, meals and any special discount packages are not covered. If you register for an event and you are selected to receive a scholarship, we will refund your registration fees.
- Scholarship selections are non-transferable. If you are selected for one of these seats but are unable to attend the event, you must submit another application for a different event.

**What is covered if I am selected to be a helper?**

- As a helper, your travel will be covered up to \$500. You will be provided free registration, lodging and a daily per diem for meals during the days you are in attendance at the event.
- Helper selections are non-transferable. If you are selected for one of these seats but are unable to attend the event, you must submit another application for a different event.

**Do you offer any kind of group, military or student discounts?**

We do not offer any kind of discounts for our registration fees, but you are welcome to apply for a scholarship or helper seat.