



## 2022 OSAP Dental Infection Control Boot Camp™ Federal Employee/Military Personnel Registration Procedures – In-Person Participation

**This document outlines the proper procedures for processing the In-Person registration option.**

Federal employees/military personnel can register at a flat rate of \$425.00. This pricing is available to all active duty/ranking officers and civilians employed by one of the following agencies: **U.S. Air Force, U.S. Army, Canadian Armed Forces, U.S. Coast Guard, Indian Health Service, U.S. Marine Corps, U.S. Navy, U.S. Public Health Service, or the VA.**

1. Go to <https://osap.memberclicks.net/2022-boot-camp-registration>. If you already have an account, type in your login credentials, and click **Login**. If you don't have an account, type in your email address, and click **Register**.

2. You will be directed to the next page. Click on **Register Yourself**.

Join Now

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### 2022 OSAP Dental Infection Control Boot Camp Registration

Click on the button below to begin your registration.

Register Yourself

Next

#### Quick Links

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Event Calendar

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#### Daily News

[U.S. CDC advisers vote in favor of Pfizer COVID-19 vaccine](#)

[Fauci: 'Just Get Vaccinated'](#)

[Brineine Strategic Foresight to OSH](#)

[A Texas man who led a group of 'Freedom Defenders' against mask restrictions died of](#)

3. Type in your name. You will register as a **Participant**. Choose **In-Person in Atlanta** and continue with the application process.

▼ Emily Robinson (Self) Cancel

**Registrant Name\***

**I am registering as a(n):\***

Participant

Exhibitor

Speaker

**I plan to participate:\***

In-Person in Atlanta

On-Demand

Please provide your name EXACTLY how it appears on your driver's license or passport. This is the name that will be used to verify your vaccination information.

**Name on Driver's License/Passport (must match exactly)\***

Name on Driver's License/Passport (must match exactly) is required

**Degrees/Credentials (e.g., DDS, PhD, RDA, RDH, etc.)**

**Preferred Pronouns**

4. You will be asked whether you are currently serving in the military and/or working for the federal government. Click **Yes** and then choose your branch of the military/federal service and your rank. For the registration fee, choose **In-Person Plus - \$425.00**.

### Military/Federal Service

Are you currently serving in the military and/or working for the federal government?\*

- Yes  
 No

Military/Federal Service\*

Make a selection

Military Rank\*

Make a selection

### Select Your Registration Fee

Registration Fee - Military/Federal Employee\*

- In-Person Plus - \$425.00  
 On-Demand Only - \$425.00

5. Choose whether you would like to receive one (1) complimentary copy of the *OSHA & CDC Guidelines: OSAP Interact Training System – 6<sup>th</sup> Edition* workbook. Choosing **Yes** means that you will receive your copy on-site. Choosing **No** means that you will not receive a copy.

### OSHA & CDC Guidelines: OSAP Interact Training System 6th Edition Workbook

Registration includes one (1) complimentary copy of the [OSHA & CDC Guidelines: OSAP Interact Training System – 6th Edition](#) workbook (\$175 value). Participants can opt-out of receiving the workbook.

I would like to receive a copy of OSHA & CDC Guidelines: OSAP Interact Training System:\*

- Yes  
 No

6. The next section is our Health & Safety Policy. You will be required to acknowledge that you read and agree to the policy. You will also be required to disclose your vaccination status.
- If you choose **Yes**, you will be prompted to download the CLEAR Health Pass app to upload proof of vaccination. [Click here for step-by-step instructions](#).
  - If you choose **No**, you will agree to submitting a negative RT- PCR COVID-19 (NAAT) test taken within 48 hours before arrival at the course hotel in Atlanta (**antigen tests will not be accepted**). You will also agree to daily antigen testing beginning on Monday, January 24. In addition, you will be prompted to download the CLEAR Health Pass app to upload negative test results. [Click here for step-by-step instructions](#).

## Health & Safety Policy

Current as of September 28, 2021

The health and safety of our participants, exhibitors, vendors, speakers, and OSAP staff is our top priority. As the COVID-19 situation continues to evolve, our health and safety policy may be updated to meet the current science and evidence-based guidance.

1. All face-to-face participants, exhibitors, vendors, speakers, and OSAP staff are **required to be fully vaccinated** (as defined by the CDC) **OR submit a negative RT-PCR COVID-19 (NAAT) test, which is highly accurate, taken within 48 hours before arrival at the course hotel.** An antigen test will not be accepted to meet the testing requirements for entry to the meeting.
2. Participants, exhibitors, vendors, and speakers must upload proof of vaccine during the online course registration **OR** agree to provide negative testing results by using **CLEAR Health Pass**, which provides a secure, digital proof of COVID-related health insights via the **free** CLEAR mobile app.
3. **As an additional safety measure, antigen tests will be required daily beginning on Monday, January 24 for all unvaccinated individuals.** Vaccinated individuals will be given the opportunity to test if they choose. OSAP will cover the cost of the daily antigen test.
4. All in-person participants will be required to wear masks in indoor events regardless of vaccination status. Masks may only be removed when a guest is actively eating or drinking.
5. Masks are not required for outdoor events.
6. The hotel will provide hand sanitization stations throughout the event area and other public spaces.
7. OSAP will offer distanced seating sections to accommodate various levels of comfort. The in-person events may be limited in attendance due to space capacity.

Individuals who experience any of the following should **NOT** participate in the in-person course in Atlanta:

- Individuals who are experiencing [symptoms of COVID-19 infection](#).
- Individuals who are not [fully vaccinated](#) and who have been exposed within the last 14 days to a confirmed or suspected case of COVID-19.
- Individuals who have been diagnosed with COVID-19 within the past 10 days and have not met the [CDC Return to Work Criteria](#).

If you must cancel within 14 days of the course due to one of the events listed above, you may still participate in the On-Demand Only option. As soon as you become aware of your symptoms or exposure, please contact [office@osap.org](mailto:office@osap.org) to cancel your attendance in Atlanta.

### Travel Tips:

- Currently, air travel is not recommended unless you are [fully vaccinated](#).
- At least one week prior to leaving for the course ensure you have reviewed current [CDC Travel Guidance](#).
- If for some reason you become ill during the course, OSAP will provide a list of local sites which provide testing. The expense of any medical care is the responsibility of the individual. Depending on your mode of transportation, if you become ill with COVID-19, travel home may not be possible until you recover [CDC What to Do If You Are Sick](#).

### Health & Safety Policy\*

- I have read and agree to OSAP's Health & Safety Policy.

Are you fully vaccinated (as defined by the CDC)?\*

7. Complete the Dietary Needs/Special Accommodations section. Then click **Next**.

## Dietary Needs/Special Accommodations

### Dietary Restrictions/Allergies\*

- Vegetarian
- Vegan
- Gluten-Free
- Peanut Allergy
- Tree Nut Allergy
- Other
- None

### Do you require any special accommodations?\*

- Yes
- No

Next

8. Answer the demographic questions and click **Next**.

## Additional Information

### Demographics

**Professional Role(s) (select all that apply - hold Ctrl/Command to select multiple)\***

Administrator  
Association/Non-Profit Management  
Compliance Officer/Risk Manager  
Consultant/Lecturer  
Customer Service Department  
Dental Assistant

**Work Setting(s) (select all that apply - hold Ctrl/Command to select multiple)\***

Association/Non-Profit  
Community Health Center (CHC)  
Compliance/Risk Management Company  
Corporate Dental Office/Dental Support Organization (DSO)  
Dental Clinic Through a Dental School  
Dental Trade - Distributor

**Level of Expertise in Dental Infection Prevention & Safety\***

Make a selection

**Age Range\***

Make a selection

Previous Next

9. Complete the CE information and click **Next**.

### CE Information

**Profession\***

- Dentist  
 Non-dentist

**AGD Member ID (leave blank if not applicable)**

**License Number (leave blank if not applicable)**

**What topics would you like to see during the round table topics session? (not applicable if registering for On-Demand Only)**

Previous Next

10. You must acknowledge that you have read and agree to the following Boot Camp policies:

- Event Liability Disclaimer and Release
- Product Agreement
- Code of Conduct
- Privacy Policy

Click **Next** to continue.

## Boot Camp Policies

### Event Liability Disclaimer and Release

In consideration of being allowed to register for, and participate in, an event, activity, or experience ("Event"), I hereby waive, release from liability, assume all risks, and covenant not to sue the Organization for Safety, Asepsis or Prevention ("OSAP"), or their respective members, employees, board members, agents, or volunteers (the "OSAP Parties") for any expense, loss, damage, personal injury (including loss of life, disability, or serious harm), property damage or theft, negligence, or actions (each, a "Loss") resulting from or arising in connection with my travel to, attendance at, or participation in the Event and any related activities unless said Loss is caused by the sole, gross negligence of OSAP. I agree that this waiver and release shall bind me and my personal representatives, shall be enforceable to the fullest and broadest extent of the law, and, if any portion is held invalid, the remainder should continue in full legal force and effect. I am an adult of sound mind and capable of entering into this waiver. I have read its terms and fully understand and agree to the provisions herein. I agree that this waiver shall be governed by and construed in accordance with the laws of the State of Georgia and enforce only in courts in the State of Georgia. I waive my rights under the Deceptive Trade Practices-Consumer Protection Act, under applicable law. After an opportunity to consult with an attorney of my own selection, I voluntarily consent to this waiver.

I understand and am aware that my participation in the Event involves risk, including, but not limited to, travel, physical activity, locales where public health and safety may be at risk, or activities that involve risk that I create for others or others may create for me. These risks may lead to a Loss, and I nonetheless choose to participate in the Event. I am also aware that there are risks that I may not have considered, yet I waive my right to any claims that may occur from these unconsidered risks and I choose to participate in the Event. I acknowledge that no promises, representations, or affirmations of fact were made to me by OSAP or its representatives concerning the safety or danger associated with traveling to the Event or participating in any activity or interaction related to or associated with the Event.

#### Event Liability Disclaimer and Release\*

- I have read and agree to the Event Liability Disclaimer and Release.

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### Product Agreement

OSAP has developed a [Product Agreement](#) for all OSAP Products.

#### OSAP's Product Agreement\*

- I have read and agree to OSAP's Product Agreement.

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### Code of Conduct

OSAP has developed a [Code of Conduct](#) that outlines expectations for anyone attending or contributing to an OSAP meeting or educational activity, as well as the consequences for unacceptable behavior.

#### OSAP's Code of Conduct\*

- I have read and agree to OSAP's Code of Conduct.

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### Privacy Policy

OSAP has developed a [Privacy Policy](#) which discloses how we will utilize your personal data. By using these controls, you can specify whether you would like to receive marketing communications and limit the publication of your information. Our privacy controls operate on an opt-out basis; you can change your preferences at any time by contacting our office at [office@osap.org](mailto:office@osap.org) or (410) 571-0003.

Transactional data may be used to notify you of successful transactions, updates, and cancellations and are not subject to privacy policy restrictions. Please note that any updates regarding Boot Camp will be communicated via email.

Based on the information above, please answer the following question.

#### I want my contact information (name, work email address, state, and company) to be provided to vendors:\*

- Yes  
 No

11. You will be brought to the Summary page. **This does not mean that the registration is complete.** Scroll down to verify that all information you provided in the form is correct, and then click **Next** to continue the registration process.

### Summary (Scroll down and click Next to continue registration)

Discount Code

Enter a discount code:

#### 2022 OSAP Dental Infection Control Boot Camp Registration

[Emily Robinson](#)

**I am registering as a(n)::**

Participant

**Contact Name:**

Emily Robinson

**Degrees/Credentials (e.g., DDS, PhD, RDA, RDH, etc.):**

MA

**Preferred Pronouns:**

She/Her/Hers

**Professional Title:**

Senior Association Coordinator

**Company/Organization:**

OSAP

**Email - Work:**

[emilias@osapinc.com](mailto:emilias@osapinc.com)

12. This is the payment section. You have two options: **Pay Now** or **Invoice Me**.

### Registration Payment

Total: \$425.00

**How would you like to pay?**

PREVIOUS

- If you choose **Pay Now**, fill in the appropriate card information (OSAP accepts Visa, MasterCard, American Express, and Discover) and click the grey **Submit Payment** button at the bottom of the page.

Join Now

Search our site... Search Logout

### Registration Payment

Total: \$225.00

How would you like to pay?

Pay now

Credit Card Payment

First Name

Emily

Last Name

Rubenstein

Company

OSAP

Credit Card Number

Credit Card Type

CVV

[What is CVV code?](#)

Expiration Month

01 - January

Expiration Year

2021

Billing Address

Street Line 1

19275 Parkwood Road NE

Street Line 2

Building from Suite 100

City

Atlanta

State

Georgia

Zip/Postal Code

30328

Country

United States

Previous Submit Payment

#### Quick Links

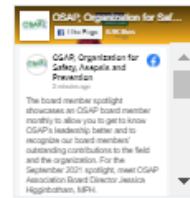
- My Account
- Contact Us
- Ask OSAP
- OSAP Store
- Event Calendar
- Donate

#### Daily News

- [Johnson & Johnson HIV Vaccine Reports Low Efficacy in African Women Trial](#)
- [European Union Recommends Restricting Travelers from US](#)
- [Quick Action on Vaccines in US Prevented Deaths, says Study](#)
- [Risk of SARS-CoV-2 transmission from universally masked healthcare workers to patients or residents: A prospective cohort study](#)
- [HHS Secretary Becerra declares public health emergencies for states of Louisiana and Mississippi due to Hurricane Ida](#)

More Daily News

#### Facebook



- If you choose **Invoice Me**, type in the email address where we should send the invoice. Then click the grey **Pay Later** button.

### Registration Payment

Total: \$425.00

How would you like to pay?

Invoice me

Invoice

Invoice Email

office@osap.org

Previous Pay Later



13. You will be brought to the registration confirmation page. Click on the **Finish** button.

#### 2022 Boot Camp Registration Confirmation

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Thank you for registering for the 2022 OSAP Dental Infection Control Boot Camp!

You will receive a confirmation email for your registration.

If you have any questions, please contact OSAP at [office@osap.org](mailto:office@osap.org).

Finish

14. You will receive two (2) emails from [office@osap.org](mailto:office@osap.org): one is your registration confirmation, and the other is your invoice. If you do not receive these right away, check your junk/spam folder. If the emails are not there, please contact us at [office@osap.org](mailto:office@osap.org) for further assistance.

#### PAYMENT PROCESSING PROCEDURES

**The following procedures are for making payment *after an invoice has already been created.***

- Make payment online by clicking on the link provided in your invoice email. If you need the link resent to you, please contact us at [office@osap.org](mailto:office@osap.org) for further assistance. **If your employer is making payment for you, forward this email to the appropriate person/department.**
- If you need to process payment over the phone, please contact the OSAP Office at +1 (410) 571-0003. Our office hours are Monday – Friday, 8:00 AM – 4:30 PM Eastern.
- If processing payment via check, please remit payment to the following address:  
  
OSAP  
One Glenlake Parkway, NE  
Suite 1200  
Atlanta, GA 30328
- If processing payment via purchase order, submit via email to [office@osap.org](mailto:office@osap.org) after the participant registers online.

**If you have any questions regarding whether to process payment via government travel card or if the command center/employer will process the payment on your behalf, please direct those questions to your command center/employer directly. OSAP is unable to assist with these requests.**

#### REGISTRATION AND PAYMENT DEADLINES

Any invoices for the 2022 OSAP Dental Infection Control Boot Camp™ must be paid by **Monday, January 17, 2022**. Any registrations processed after Monday, January 17, must be paid in full immediately upon registration.\*.

\*If processing payment via purchase order, please contact OSAP directly at [office@osap.org](mailto:office@osap.org) or +1 (410) 571-0003.

## Frequently Asked Questions

### Q: When will the course take place?

A: Boot Camp will take place Monday, January 24 – Wednesday, January 26, 2022, in Atlanta, GA. Federal Services will have a special session on January 27\*.

*\*The Air Force, Army, Navy, IHS, and VA will each have additional training sessions. Ranking officers are required to attend, and civilians employed by these branches are encouraged to attend as well.*

### Q: Where will the course take place?

A: The In-Person Plus course will take place at this location:

Crowne Plaza Atlanta Perimeter at Ravinia  
4355 Ashford Dunwoody Road  
Atlanta, GA 30346

### Q: How do I book my hotel room?

A: After registering, you will receive a confirmation email containing a link to book your hotel room online. We will also provide the phone number to book over the phone.

### Q: What is the cost of the hotel?

A: The group room rate is \$184.00 plus taxes (currently at 8% occupancy tax and 8% sales tax) per night for single/double occupancy (and \$204 plus tax for triple/quadruple occupancy). A Per Diem rate is available for government employees as well. Government employees will need to show their government ID at check-in with the front desk. If a participant cannot provide their government ID, the rate will be changed to the group rate.

The guest room reservation deadline is **Monday, January 3**, or until the room block is filled (whichever comes first). Please be sure to make your reservations early to guarantee availability.

The group rate will be offered three days pre-post course dates, based on the availability of room type.

### Q: What safety measures will be put in place for in-person participants?

A: The health and safety of our participants, exhibitors, vendors, speakers, and OSAP staff is our top priority. As the COVID-19 situation continues to change, our health and safety policy will evolve to meet the current science and evidence-based guidance. Click here to see the current [Health & Safety Policy](#).

### Q: Will in-person participants be required to be vaccinated?

A: All face-to-face participants, exhibitors, vendors, speakers, and OSAP staff are **required to be [fully vaccinated](#) (as defined by the CDC) or submit a negative PCR COVID test taken within 48 hours of arrival at the course hotel in Atlanta (antigen tests will not be accepted).**

All face-to-face participants, exhibitors, vendors, and speakers must upload proof of vaccination OR agree to provide negative test results at course check-in by using **CLEAR Health Pass**, which provides a secure, digital proof of COVID-related health insights via the free **CLEAR** mobile app.

Download and create your account today:

- App Store: <https://apps.apple.com/us/app/clear-fast-touchless-access/id1436333504>
- Google Play: <https://play.google.com/store/apps/details?id=com.clearme.clearapp>

### Q: Are masks required for in-person participants?

A: All in-person participants will be required to wear masks in indoor events regardless of vaccination status. Masks may only be removed when a guest is actively eating or drinking.

### Q: Will there be on-site testing for unvaccinated in-person participants?

A: Daily antigen tests will be required beginning on Monday, January 24, for all unvaccinated individuals. Vaccinated individuals will be given the opportunity to test if they choose. OSAP will cover the cost of the daily antigen test.

**Q: How will I provide proof of vaccination?**

A: OSAP is using CLEAR Health Pass. Download the app here:

- App Store: <https://apps.apple.com/us/app/clear-fast-touchless-access/id1436333504>
- Google Play: <https://play.google.com/store/apps/details?id=com.clearme.clearapp>

After downloading the app, please download our [CLEAR Health Pass App Walkthrough](#) guide to create your account.

**Q: How will I provide proof of a negative RT-PCR COVID-19 (NAAT) test?**

A: OSAP is using CLEAR Health Pass. Download the app here:

- App Store: <https://apps.apple.com/us/app/clear-fast-touchless-access/id1436333504>
- Google Play: <https://play.google.com/store/apps/details?id=com.clearme.clearapp>

After downloading the app, please download our [CLEAR Health Pass App Walkthrough](#) guide to create your account.

**Q: I am attending In-Person. How will I check in?**

A: Bring your smart phone and have your scannable QR code ready! An OSAP team member will scan your code. If it turns green, you will be provided with your name badge and other course materials. If it turns red, that means you are not cleared for entry.

**Q: What happens if my scan is red?**

A: An OSAP representative will work with you to resolve the issue.

**Q: Why do I have to share my vaccination status to attend in-person?**

A: The safety of our participants, speakers, board members, exhibitors, vendors, and staff is our top priority. Per the [HIPAA Journal](#), "Any organization can ask any employee, customer, or relevant third party whether or not they have been vaccinated against COVID-19 without violating HIPAA." In addition, "Only organizations that are HIPAA Covered Entities or Business Associates are subject to the HIPAA regulations with regards to how information about vaccination statuses is collected, maintained, used, and disclosed."

**Q: How do I register?**

A: To register, please complete the registration form here: [2022 OSAP Dental Infection Control Boot Camp Registration](#).

**Q: What is the registration deadline?**

A: Registration for the In-Person course is extremely limited. We strongly suggest that you register as soon as possible to guarantee a spot.

**Q: Do federal employees/military personnel receive a discount on registration?**

A: Yes! Federal employees/military personnel can register at a flat rate of \$425.00. This pricing is available to all active duty/ranking officers and civilians employed by one of the following agencies: **U.S. Air Force, U.S. Army, Canadian Armed Forces, U.S. Coast Guard, Indian Health Service, U.S. Marine Corps, U.S. Navy, U.S. Public Health Service, or the VA.**

**Q: I am a civilian who works for a branch of the military and/or the federal service. Do I also receive the military/federal service discount?**

A: Yes!

**Q: There are multiple people from my company/employer who will be attending Boot Camp. Do we receive an additional discount for bringing multiple people?**

A: We are not offering an additional discount for multiple participants. However, federal employees/military personnel can register at a flat rate of \$425.00.

**Q: Does OSAP reserve seats ahead of time for federal employees/military personnel?**

A: No. The only way to guarantee your seat is to register online as early as possible. By registering online, you have the option to make payment online immediately via credit card or to create an invoice for later payment.

**Q: I want to make payment on behalf of an attendee(s). How do I do that?**

A: To make payment, please contact the OSAP Office at +1 (410) 571-0003. Our office hours are Monday – Friday, 8:00 AM – 4:30 PM Eastern. Please provide us with the first and last name of the participant as well as the invoice number. If the participant is not found in our system, they will need to register online at <https://osap.memberclicks.net/2022-boot-camp-registration> before any payment can be processed.

**Q: Am I able to register multiple people at the same time?**

A: No. Because every participant must self-attest to their vaccination status, **all participants must register separately**. OSAP is unable to accommodate any exceptions to this.

**Q: Am I able to complete the registration form on behalf of a participant?**

A: Because every participant must self-attest to their vaccination status, **we strongly suggest that all participants register themselves**. To ensure that registration forms are as accurate as possible, we also strongly suggest that participants register themselves and then submit an invoice to an employer if needed.

**Q: Am I required to be in uniform for Boot Camp?**

A: Here are the following uniform requirements for federal employees/military personnel:

Federal Service Dress Code

- **Air Force** – Monday – Wednesday: Service Dress; Thursday: civilian attire
- **Army** – Monday – Wednesday: Class B Army service uniform (ASU); Thursday: civilian attire
- **Navy** – Monday – Wednesday: Officer Khaki Service Uniform, Enlisted Service Uniform; Thursday: civilian attire
- **VA** - Monday – Wednesday: Business Casual; Thursday: Business Casual

**Q: Do I make payment with my government travel card, or is my command center/employer taking care of the payment?**

A: Please direct this question to your command center/employer directly. OSAP is unable to assist with this request.

**Q: How do I pay for my registration?**

A: Once registration opens, you will have two (2) payment options:

1. Pay immediately via credit card (OSAP accepts Visa, MasterCard, American Express, and Discover)
2. Create an invoice to be paid no later than **Monday, January 17**

**Q: I need a copy of my invoice. How do I get one?**

A: After completing the registration process, you will receive a copy of your invoice via email from [office@osap.org](mailto:office@osap.org). You can forward this email to an appropriate person/department within your company/employer for payment processing.

**Q: If I choose to create an invoice, will OSAP mail me and/or my employer a copy?**

A: No. After completing the registration process, you will receive a copy of your invoice via email from [office@osap.org](mailto:office@osap.org). You can forward this email to an appropriate person/department within your company/employer for payment processing.

**Q: If I created an invoice or purchase order, how do I make my payment?**

A: The following procedures are for making payment after an invoice has already been created.

- Make payment online by clicking on the link in your invoice email. If you need the link resent to you, please contact us at [office@osap.org](mailto:office@osap.org).

- If payment needs to be made over the phone, please contact the OSAP Office at +1 (410) 571-0003. Our office hours are Monday – Friday, 8:00 AM – 4:30 PM Eastern.
- If processing payment via check, please remit payment to the following address:  
OSAP  
One Glenlake Parkway, NE  
Suite 1200  
Atlanta, GA 30328
- If processing payment via purchase order, submit via email to [office@osap.org](mailto:office@osap.org) after the participant registers online.

**Q: Will I be charged any taxes for my registration?**

A: No. [Click here to view the registration rates.](#)

**Q: What is the deadline to make payment?**

A: Any invoices for In-Person Plus must be paid by **Monday, January 17**. Any invoices created after this date must be paid in full immediately. Please note that OSAP must receive payment in full prior to the event. If payment is not received, you may not be allowed to participate.

**Q: What if my company must make the payment directly?**

A: After completing the registration process, you will receive a copy of your invoice via email from [office@osap.org](mailto:office@osap.org). You can forward this email to an appropriate person/department within your company/employer for payment processing.

**Q: Does OSAP accept purchase orders?**

A: Yes! After a participant has registered, submit a purchase order to [office@osap.org](mailto:office@osap.org).

**Q: I registered, but I am no longer able to attend. Am I eligible for a refund?**

A: All In-Person Plus participants receive access to recordings of all sessions on **Monday, February 14**. If you are unable to attend in person, you still have an alternative option for participating.

However, for those participating in On-Demand Only or whose schedule will no longer allow them to attend in-person and/or on-demand, all registration cancellations and refund requests must be made in writing to [office@osap.org](mailto:office@osap.org) by **Wednesday, January 5**. An 80% refund of course fees will be given for cancellations received by **Wednesday, December 1**. A 50% refund of course fees will be given for cancellations received between **Thursday, December 2**, and **Wednesday, January 5**. No refunds will be granted for requests sent after **Wednesday, January 5**. OSAP regrets that refunds will not be given for no-shows.

All requests for exceptions to the cancellation/refund policy must be submitted in writing by the registrant with appropriate documentation no later than **Wednesday, January 5**. After that time, no refund considerations will be made.

**Q: I am no longer able to attend, but one of my colleagues will be taking my place. How do we switch the names on the registration?**

A: We are unable to honor registration switches and/or transfers. The new participant will need to register themselves online. The original participant will need to contact us at [office@osap.org](mailto:office@osap.org) or +1 (410) 571-0003 to cancel the original registration.

**If you have any additional questions related to the registration process, please contact Senior Association Coordinator Emily Robinson at [erobinson@osap.org](mailto:erobinson@osap.org) or +1 (404) 789-3161.**