

Virginia Mason Medical Center Seattle, WA

General Information

(Revised 01/09)

Refund Policy (NOTE: Phone cancellations are not accepted)

Refunds will only be granted for written/e-mailed requests received at least 14 days prior to the course date. No refunds will be granted after this date. All refund requests must be submitted in writing or via e-mail, and will be processed after the conference. A \$40 processing fee will be deducted from all approved refunds. Refunds will be processed based upon the original form of payment. Refunds will not be issued for “no shows” or missed sessions, including sessions missed due to travel delays.

To cancel your registration and request a refund, send your written request to customercare@MyPlaceForCNE.com.

Substitutions are also welcome. Please call 1-800-752-5446 (toll-free) if you have questions or would like to make changes to your registration.

Confirmation Letters

Confirmation of registration will be sent by e-mail upon receipt of registration form and fee. Be sure to include your e-mail address when you register. Confirmation letters also include written directions, so it is important that you carefully review all information in the letter. Please allow ample travel time to guarantee on-time arrival.

- For Online Registrations: A confirmation letter will be emailed to you within 24 hours of your paid registration.
- For Faxed, Phoned, or Mailed Registrations: A confirmation letter will be sent to you within 10 days of receipt of your paid registration.

Please call us 1-800-752-5446 if you do not receive your confirmation letter.

Program Changes and Cancellations

Virginia Mason Medical Center reserves the right to substitute faculty or to cancel or reschedule sessions due to low enrollment or other unforeseen circumstances. A full refund of registration fees will be issued within 30 days of cancellation date. No refunds will be made for lodging, airfare, or any other expenses incurred.

Inclement Weather

Courses will be cancelled if Seattle Public Schools are closed due to inclement weather/road conditions. If you have questions about the status of your course, please check the [Seattle Public School](http://www.seattleschools.org/area/main/index.dxml) website (<http://www.seattleschools.org/area/main/index.dxml>) or call the VMMC operator at (206) 624-1144.

Special Assistance

If you have a special physical, communication, or dietary need and desire accommodation, please call (206)341-0336 at least 10 working days prior to the course. While every effort will be made to meet your needs, we cannot guarantee the availability of accommodations.

Registration

Registrations are accepted on a first-come, first-serve basis. Enrollment is limited so early registration is advised. Registration forms must be postmarked, faxed or submitted online on or before the early registration date in order to receive the lower fee noted on course brochures.

The registration fee includes the conference handouts and refreshments (see course brochure if you have questions). Full payment must accompany all registrations. Registration forms without accompanying full payment will be returned for completion. If a check is returned by the bank for insufficient funds or credit cards denied, full payment must be received by cashier's check or money order with and additional \$25 processing fee. All online registrations are processed through MyPlaceToLearn, a Verisign-secure site.

Acceptable payment forms include:

1. Checks made payable to “VMMC-CNE” (drawn on a US bank in US dollars)
2. VISA, MasterCard, and American Express

PLEASE NOTE: The VMMC Tuition Rate applies to current VMMC employees only.

Privacy

VMMC Continuing Nursing Education is committed to making sure your personal information remains confidential. We will not sell, loan, or provide any of your personal information.

Parking

Directions to the complimentary offsite parking can be downloaded at www.MyPlaceforCNE.com. Parking fees incurred at other parking lots (including VMMC parking lots) will be the responsibility of the registrant. VMMC downtown campus employees are to use their daily parking / transportation routine.

Conference Location

Unless otherwise indicated in the brochure, conferences are held at Virginia Mason Medical Center in the Volney Richmond Jr. Auditorium on Level One of the Lindeman Pavilion, 1201 Terry (between Seneca & University Streets).

Smoking Policy

Virginia Mason Medical Center is a non-smoking health-care facility.

Conference Attire

Conference attire is business casual. Meeting room temperature may vary so you may wish to dress in layers.

Children

Out of respect for all conference participants, children will not be admitted to any program.