

GENERAL CONFERENCE INFORMATION

Thursday, April 16 - Saturday, April 18, 2009

General Conference Registration

Full Conference Registration – April 16-18, 2009

ACCUO, FCO, or IOA Member Conference Registration
Non-Member Conference Registration

Before 3/27/09
\$450USD / \$550CAD
\$500USD / \$600CAD

After 3/27/09
\$500USD / \$600CAD
\$550USD / \$650CAD

One Day Conference Registration

Thursday Only or Friday Only
Saturday Only

\$245USD / \$295CAD
\$150USD / \$185CAD

\$295USD / \$345CAD
\$200USD / \$240CAD

Early Bird fees apply on or before March 27, 2009 after that date the regular fees apply.

Registration fees include:

- **Wednesday, April 15, 2009** includes the Evening Welcoming Reception for all attendees.
- **Thursday, April 16, 2009 – Day 1 includes:** breakfast, two coffee breaks, lunch, all plenary and concurrent sessions for the day.
- **Friday, April 17, 2009 – Day 2 includes:** breakfast, two coffee breaks, lunch, all plenary and concurrent sessions for the day.
- **Saturday, April 18, 2009 – Day 3 includes:** breakfast, one coffee break, all plenary and concurrent sessions for the day.

*Students please contact the office for student rates. info@ombudsassociation.org
Note you must be a full time student to be eligible for a student rate.

Dress

Dress for the entire conference is “business casual”.

Cancellation / Refund Policy

Notice of cancellation must be in writing via facsimile or e-mail. Cancellation by telephone is not allowed. To cancel via e-mail, send the cancellation notice to: info@ombudsassociation.org To cancel by fax send to +1 (908) 842-0376. If you must cancel your registration, you are encouraged to send a substitute to take your place. Please contact the office and notify us of the change so we can arrange for a name badge.

If you cannot find a substitute to take your place, please refer to the following cancellation policy:

- **10 business days prior to the course - 100% refund**
- **5-9 business days prior to the course - 50% refund**
- **0-4 business days prior to the course - No refund**

Optional Off-site Event

Experience the energy of Old Montreal as you join colleagues for an exciting evening of excellent food, wine, and entertainment at one of the city's most outstanding “Boutique Hotels”. We promise you will have a thrilling and magical evening. Located only one mile from our conference hotel, The Fairmont Queen Elizabeth. Your event fee includes dinner and bar, however transportation to and from the event is not included in this price. We encourage attendees to enjoy a brisk walk or a short taxi ride with friends to Old Montreal.