

EVOLUTION OF  
THE OMBUDSMAN  
(1809-2009):  
A Rich History,  
A Promising Future

Wednesday, March 11, 2009  
is the  
hotel reservation deadline.

Friday, March 27, 2009  
is the cut off for early bird  
conference registration.

You must submit your  
registration form to the  
office by Friday, March 27th  
in order to receive the  
early bird fees.

Fax to (908) 842-0376.  
You do not need to send  
payment by March 27th  
to receive early bird fees.  
If you plan to pay by check,  
please FAX a copy of your  
registration form to the IOA  
Office and then mail a copy  
with your check. Mail your  
registration to IOA,  
390 Amwell Road, Suite 403,  
Hillsborough, NJ 08844

We will send weekly  
email confirmations  
for those registration forms  
we receive. If you do not  
receive an email  
confirmation a week after  
you submit your form,  
please contact the office at  
[info@ombudsassociation.org](mailto:info@ombudsassociation.org)  
or call (908) 359-0246.  
You will also receive a  
confirmation packet in the  
mail prior to the Conference.

# REGISTRATION FORM

First, Last Name \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Postal Code \_\_\_\_\_

Country \_\_\_\_\_ E-mail \_\_\_\_\_

Phone \_\_\_\_\_ Emergency Contact Phone \_\_\_\_\_

Check here if you will need special accommodations.  Check here if you will need a headset for simultaneous translation (English to French only) for the General Sessions.

## Pre-Conference Course Registration for Wednesday, April 15, 2009 PLEASE CHECK THE COURSE YOU WISH TO ATTEND.

- One Full Day Course or 2 Half-day Courses - \$290.USD / \$340.CAD \_\_\_\_\_
- One Half-day Course - \$190.USD / \$230.CAD \_\_\_\_\_
- #1 - "Understanding the Core Principles"  #2 - "The Courageous Follower"  #3 - "Master Class"
- AM Half-day Course - "Top Connection; Improving Ombuds/Executive Relations"
- PM Half-day Course - "Generation Y is here! You better be ready!"

## General Conference Registration for Thursday, April 16 – Saturday, April 18, 2009

### Full Conference Registration - April 16 - 18, 2009

	BEFORE 03/27/09	AFTER 03/27/09
<input type="checkbox"/> ACCUO <input type="checkbox"/> FCO <input type="checkbox"/> IOA		
Member Conference Registration	\$450.USD / \$550.CAD	\$500.USD / \$600.CAD _____
Non-Member Conference Registration	\$500.USD / \$600.CAD	\$550.USD / \$650.CAD _____

### One Day Conference Registration

<input type="checkbox"/> Thursday only <input type="checkbox"/> Friday only	\$245.USD / \$295.CAD	\$295.USD / \$345.CAN _____
<input type="checkbox"/> Saturday only	\$150.USD / \$185.CAD	\$200.USD / \$240.CAN _____

## Concurrent Session Counts

Please indicate which sessions you plan to attend. This does not obligate you to attend a specific session, however your information will help conference planners better match session preferences with appropriate meeting room assignments.

### Thursday, April 16, 2009, Conference Day 1

- Breakout # 1  Breakout # 2  Breakout # 3  Breakout # 4  Breakout # 5  Breakout # 6  
 Breakout # 7  Breakout # 8  Breakout # 9  Breakout # 10  Breakout # 11  Breakout # 12

### Friday, April 17, 2009, Conference Day 2

- Breakout # 13  Breakout # 14  Breakout # 15  Breakout # 16  Breakout # 17  Breakout # 18  
 Breakout # 19  Breakout # 20  Breakout # 21  Breakout # 22  Breakout # 23  Breakout # 24

### Saturday, April 18, 2009, Conference Day 3 and Conclusion

- Breakout # 25  Breakout # 26  Breakout # 27  Breakout # 28  Breakout # 29  Breakout # 30

## Optional Off Site Event

- Friday, April 17, 2009 - \$60.USD / \$75.CAD \_\_\_\_\_  
 Experience the energy of Montréal as you join colleagues for an exciting evening of excellent food, wine and entertainment in the heart of Old-Montréal. Your event fee includes dinner and bar however transportation to and from the event is not included in this price. We encourage attendees to take the metro or enjoy a brisk walk or a short taxi ride with friends.

## Ombuddy Donation

"Ombuddy" Sponsorships will go directly toward offsetting the expenses of the 2009 Conference while allowing members the opportunity to show support for the associations and our profession. **My Ombuddy Sponsorship will be \$ \_\_\_\_\_**

- Use this Credit Card for my "Ombuddy" Sponsorship: \_\_\_\_\_ Expiration Date: \_\_\_\_\_  
 I will send a separate check for my Ombuddy Sponsorship  Please charge the same credit card below for my Ombuddy Sponsorship

## Method of Payment IOA Federal ID #5417854444

Checks or money orders should be in United States or Canadian funds, payable to the International Ombudsman Association. If paying by check in Canadian funds you must use the CAD rates above. **If you are paying by Credit Card you will be charged the USD rate. Electronic funds transfers (EFT's) are NOT permitted.**

- American Express  Discover  MasterCard  Visa OR  Check Enclosed (please note USD and CAD rates above)  
 Credit Card # \_\_\_\_\_ Expiration Date \_\_\_\_\_  
 Card Holder's Name \_\_\_\_\_ Card Holder's Signature \_\_\_\_\_

Pre-Conference \$ \_\_\_\_\_ + General Conference \$ \_\_\_\_\_  
 + Ombuddy Sponsorship \$ \_\_\_\_\_ + Off Site Event \$ \_\_\_\_\_ = Total \$ \_\_\_\_\_