



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

2009 Professional Development Opportunities

Basic Information on Courses and Registration

PREREQUISITES:

Each course will list the prerequisites for that course. The prerequisites have been determined by the instructors so that the majority of course attendees is on the same level of understanding and knowledge.

MAXIMUM ATTENDANCE:

Each IOA course lists the maximum number of attendees per course and will be adhered to. On-site registration is discouraged and on-site registrants may not be able to attend if the course has already reached maximum enrollment. IOA will maintain a 'Wait List' if a course reaches the maximum enrollment.

CANCELLATION POLICY/ REFUNDS:

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 and certificate.

If you cannot find a substitute to take your place, please refer to the cancellation policy shown below.

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

METHOD OF PAYMENT:

Checks or money orders should be in United States funds, payable to the International Ombudsman Association. Credit cards are accepted. **No electronic funds transfers (EFT's) are permitted.** Note: Your registration won't be confirmed until payment is received.

SUBJECT TO CHANGE OR CANCELLATION:

All IOA Courses are subject to change and/or cancellation. We ask that you do not make your hotel reservations or travel plans until you have received a confirmation from the office that you are registered for the course. **If you do not receive a confirmation either in the mail or via email then contact the administrative office to check the status of your registration.**

Registration Form for July 13 -17, 2009 Courses 2009 Professional Development Opportunities

Please complete the registration form OR for your convenience copy your business card on the form. Please fax this form to the office at +1 (908) 842-0376 to register even if you will be mailing it in with a check. If additional Registration Forms are needed, copy this form or download and print PDF of Registration Form from the website.

The deadline for hotel reservations for the July courses is Friday, June 12, 2009. To make your hotel reservations please call +1 (800)228-9290 or +1(303) 279-9100



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*Fax this form to
+1 (908) 842-0376
to reserve your seat.*

Name: _____

Title: _____ Organization: _____

Address: _____

City: _____ State/Province: _____ Postal Code: _____

Country: _____ Email: _____

Phone: _____ Fax: _____

Emergency Contact Name: _____ Phone: _____

Check here if you will need special accommodations to participate in this conference.

COURSE FEES

101 Course

REGISTER BY:	BEFORE 05/29/09	AFTER 05/29/09
All Attendees	\$1,095.00	\$1,195.00

101 PLUS Course

REGISTER BY:	BEFORE 05/29/09	AFTER 05/29/09
IOA Members	\$350.00	\$450.00
Non-Members	\$450.00	\$550.00

Intermediate Workshop: Skills for the Experienced Ombudsman

REGISTER BY:	BEFORE 05/29/09	AFTER 05/29/09
IOA Members	\$675.00	\$775.00
Non-Members	\$775.00	\$875.00

Specialized Course: Contemporary Legal Issues for Organizational Ombudsman Programs

REGISTER BY:	BEFORE 05/29/09	AFTER 05/29/09
IOA Members	\$450.00	\$550.00
Non-Members	\$550.00	\$650.00

Specialized Course: Conflict Coaching for Organizational Ombudsman

REGISTER BY:	BEFORE 05/29/09	AFTER 05/29/09
IOA Members	\$450.00	\$550.00
Non-Members	\$550.00	\$650.00

Course registration will not be confirmed until course is paid in full. If your registration is not paid in full 2 weeks prior to the course you will not be confirmed and your seat will be given to a person on the wait list.

METHOD OF PAYMENT

Checks or money orders should be in United States funds, payable to the International Ombudsman Association. Credit cards are accepted. **No electronic funds transfers (EFT's) are permitted.** IOA Federal ID # 541785444

____ Check will be mailed.

____ Credit Card payment. We accept: American Express Visa MasterCard Discover

Credit Card #: _____ Exp. Date: _____

Card Holder's Name: _____

TO RESERVE YOUR SEAT FAX OR MAIL YOUR REGISTRATION FORM TO:

Fax to: +1 (908) 842-0376

Mail to: International Ombudsman Association
390 Amwell Road, Suite 403, Hillsborough, NJ 08844, USA

