



**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 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 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  
October 26-30, 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 October courses is  
Friday, September 25, 2009  
To make your hotel reservations please call +1 (704) 372-4100**



*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 09/11/09	AFTER 09/11/09
All Attendees	\$1,095.00	\$1,195.00

**101 PLUS Course**

REGISTER BY:	BEFORE 09/11/09	AFTER 09/11/09
IOA Members	\$350.00	\$450.00
Non-Members	\$450.00	\$550.00

**Specialized Course: Conflict Resolution**

REGISTER BY:	BEFORE 09/11/09	AFTER 09/11/09
IOA Members	\$450.00	\$550.00
Non-Members	\$550.00	\$650.00

**Specialized Course: Trust and the Ombudsman Process**

REGISTER BY:	BEFORE 09/11/09	AFTER 09/11/09
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

