

Program Terms and Conditions

Payments

Payments submitted by check take up to 14 days to process. If you are registering for a program less than 14 days away, please pay with a credit card or your registration may not be received in time and your seat may not be reserved.

You will not have access to electronic program materials until your payment has been received. We strongly recommend credit card payments for any events less than 14 days away.

Cancellations, Substitutions, and Transfers

Registration and Cancellations:

Registration is nontransferable between JCR education programs due to variability in program sponsors. If you find that you cannot attend at your scheduled time, you may send an alternate in your place or request approval to attend at a subsequent scheduled date. Please email your request for alternate attendee or scheduling change no later than 24 hours prior to the event start to JCRCustomerService@jcrinc.com. Please include the alternate's full name, title, credentials, address, phone and e-mail. Due to the extensive planning for the event, unfortunately we do not accept attendee cancellations or refunds unless the class is cancelled by JCR.

Event Cancellations:

JCR reserves the right to cancel or reschedule a program due to an insufficient number of registrants or other unforeseen circumstances. If a program must be cancelled, the registration fee will be refunded in full to each registrant. You may verify current program status on our website or by calling Customer Service at 877.223.6866, option 1. Joint Commission Resources is not responsible for a registrant's travel expenses in the event a program is cancelled. Participants are encouraged to purchase refundable tickets in case a program is cancelled or rescheduled.

Americans with Disabilities Act:

If you require any of the auxiliary aids or services identified in the Americans with Disabilities Act in order to attend this Joint Commission Resources program, please e-mail Customer Service.

Conflict of Interest:

Joint Commission Resources maintains control over all continuing education content provided to ensure content integrity and minimize educational bias. All education planners, faculty, content reviewers, authors, and others involved with continuing education activities disclose influencing relationships, or lack thereof, including financial or commercial interests. The Joint Commission ensures the accuracy and consistency of the application of accreditation criteria to ensure appropriateness of relationships and affiliations that may impact educational content.

Program Agendas and Faculty:

Agendas are subject to change because we are always striving to improve the quality of your educational experience. Joint Commission Resources may substitute faculty with comparable expertise on rare occasions necessitated by illness, scheduling conflicts, and so forth.

Customer Service: 877-223-6866, option 1