**ASHRM Academy 2021 Policies**

**Payment Information**
Registrations will not be validated until your payment is received by ASHRM. If a payment is not received by the start of the ASHRM Academy program, you will be required to pay by credit card to participate in the program.

**Mail:** Mail check payable to ASHRM
American Hospital Association
75 Remittance Drive, Suite 1885
Chicago, IL 60675-1885

**Pay Online:** Pay Online: Log into the ASHRM Academy registration system to pay or modify your registration

**Code of Conduct**
By registering, participants agree to follow COVID-19 safety protocols throughout the ASHRM Academy event. Protocols may include but are not limited to wearing a mask at all times unless presenting or during meal/snack break, keep 6 feet physical distance from other attendees, frequent hand sanitization. ASHRM reserves the right to cancel the registration for those who refuse to follow identified protocols.

**Cancellation Policy**

**In-Person Programs**
All cancellation and refund requests for the HRM Certificate Programs (Modules 1-3) and the ERM Certificate Program must be made in writing to ASHRM@aha.org. All refunds will be provided in the original form of payment after the ASHRM Academy concludes. Registration fees, less a $100 cancellation fee, are refundable if written notice is received by email prior to April 5, 2021, at 4 p.m. CT. Payment to join or renew ASHRM membership is nonrefundable and nontransferable.

**Blended Learning Programs**
Registration fees for the Patient Safety Certificate Program, less a $100 cancellation fee, are refundable if written notice is received no later than March 13, 2021 at 4 p.m. CT – this date is prior to the start of the self-study portion of the program.

**Virtual Programs**
Registration fees for the CPHRM Exam Prep Course and Risk Financing Certificate Program, less a $100 cancellation fee, are refundable if written notice is received no later than March 31, 2021 at 4 p.m. CT – this date is prior to the start of the self-study portion of the program.
**Membership**
Payment to join or renew ASHRM membership is nonrefundable and nontransferable.

**Substitutions**
Registrants unable to attend may send an alternate. If the alternate is not a member of ASHRM and the original registrant is a member, the nonmember differential must be paid. The deadline for substitutions is April 5, 2021.

**Special Accommodations**
If you require special accommodations, please contact ASHRM in advance at ASHRM@aha.org.

**More Information**
Phone: (312) 422-3980
Email: ASHRM@aha.org
Web: ASHRM.org/academy