

# MHCA Education Policies & Procedures

## Registration

Register early as space is limited for some programs. To participate, you must [Register Online](#). Once you complete the required form, a confirmation will be sent to the email you provided. [If you opt to request a check from your facility](#) (vs. processing your payment through PayPal at the point of registration), please use the confirmation email to invoice your facility.

## Program Fee

Payment is required at the point of registration or at least one week in advance. Acceptable forms of payment include cash, checks and credit cards. [If you opt to pay by credit card](#), to ensure the accuracy and safety of your data, you must process your payment through PayPal.

## Group Discount

MHCA offers group discounts for many of our programs. After paying full price for the first person, a \$10 discount applies for each additional registrant (from the same facility or corporate office). MHCA reserves the right to choose if/when group discounts can be offered.

## Confirmation Notice

A confirmation will be sent to registrants (by email) one week in advance, including details about the event, the link to any handouts, and where to find more information. To ensure that this notice reaches participants, please verify their contact information before submitting your registration.

## Substitutions

If a registrant is unable to attend, you may request a substitution (from same facility) at no additional charge. Advanced written notice of the substitution is required (24 hours prior). Substitution notices should be sent to Ashley Ellis ([aellis@mehca.org](mailto:aellis@mehca.org)) or Karen Michaud ([kmichaud@mehca.org](mailto:kmichaud@mehca.org)).

## Continuing Education Units (CEUs)

To earn a *Certificate*, you must meet all the following requirements (without exception): (1) register for the ZOOM meeting using your own name and email, (2) use your assigned link to join and end the *LIVE* webcast on time, and (3) respond to questions posed to the audience during the broadcast. In lieu of sign-in sheets, [MHCA will rely on reports provided by the platform to serve as proof of attendance](#). Please do not share your login information with others as it is unique to you and you cannot join the webcast from more than one device.

## Canceled Programs

MHCA reserves the right to cancel a program due to limited enrollment or for other extenuating circumstances. When this happens, we will make every effort to provide advanced notice of the cancellation, and a full credit or refund will be issued to prepaid registrations.

## Refunds

All cancellations must be submitted in writing. Requests may be sent by fax (**207.623.4080**) or by emailing Ashley Ellis ([aellis@mehca.org](mailto:aellis@mehca.org)) or Karen Michaud ([kmichaud@mehca.org](mailto:kmichaud@mehca.org)).

To receive a [full credit or refund](#), written notice of cancellation must be received 10 days in advance. For cancellations received 1 to 9 days prior, a [partial credit or refund](#) will be issued after deducting a late withdrawal fee (\$50 for full day event or \$25 for half day event). For cancellations on the day of the event (or no shows), [no credit or refund](#) will be granted.