

General Policies

Prices and product availability are subject to change without notice. All specials and promotions are limited by availability.

Payment: Payment in U.S. dollars must be received with any order. The Global Payroll Management Institute (GPMI) does not process orders without payment, nor sell products on a trial basis.

Nonsufficient Funds Fees: The fee for returned checks is \$35 and is subject to change at any time.

Campaign Codes: They can be used during the promotion period stipulated in the communication source. These codes must be redeemed at the time of purchase or must accompany order and payment; only one campaign per order. If you experience issues when using the code, please contact Customer Service. Orders placed on the webstore without the code will not qualify for discounts after the order has been placed.

Events Policies

Event: A Class, Webinar, Webinar on Demand, Conference, Virtual Class (presented in segments over a period of time using an online training center), Virtual Conference, Webinar Series, or Boot Camp (a series of virtual classes held over a period of time).

Registration Fees: Events must be paid in full at least five business days in advance of the start date.

Confirmation of Registration: You will receive email confirmation of your registration to include class date and location, if available. If the location is not on the confirmation, check the website. If you have not received confirmation of your registration one week prior to your event, please call GPMI Support at the number listed at the bottom of the page to confirm your registration. Events are subject to change or cancellation at any time.

Special Services: Special meals are ordered for those who select them when purchasing the event or have indicated them on the registration form sent to GPMI. Dietary requests made within two weeks from event start date cannot be guaranteed. Special meals are limited to those who selected them and will not be honored on-site.

If you have a disability or require special services, please contact us at least 14 days in advance of the event.

Same-Day Registrants: Participants registering on the day of the in-person program may enroll 15 minutes after all preregistered participants have signed in. If there are insufficient class materials for same-day registrants, the materials will be mailed at the earliest possible date following the event.

Please be aware, some classes are subject to participant limits and only pre-registered participants will be allowed into the classes.

Event Cancellation: Events are subject to cancellation at any time, including due to low attendance. GPMI reserves the right to limit enrollment to ensure that published objectives are achieved.

Travel Arrangements/Hotel Accommodations: Attendees are responsible for their own travel arrangements to and from events. Room reservations, hotel charges, and parking fees are the responsibility of the attendee.

Travel Insurance: Events are subject to change or cancellation at any time. GPMI recommends that you consider purchasing travel insurance as GPMI does not reimburse for air or other travel expenses incurred if an event is changed or canceled.

Locations: Specific locations will be listed on the GPMI's website, www.gpmiinstitute.com.

Schedules: Please refer to the schedule located on our website, www.gpmiinstitute.com.

Photography and Contact Information Release: By registering for GPMI's events, you are granting full permission to the GPMI to use, reuse, reproduce, publish, or republish any photographs, motion pictures, recordings, or any other record of your participation in this event, in any medium now known or hereafter developed, alone or in conjunction with other material, without restriction as to changes or alterations, as well as to use your name, voice, likeness, and/or other indicia of identity, for editorial, educational, promotional, advertising, and commercial purposes, including without limitation in connection with the solicitation of contributions and the furtherance of the corporate objectives of GPMI. In addition, by attending or speaking at GPMI's events, you are granting GPMI permission to make your contact information available to the event sponsor(s) who may choose to market their products and services to you via email, fax, telephone, mail, or other means.

Attendee Liability and Waiver of Claims: Attendee assumes all risks and accepts sole responsibility for any injury (including, but not limited to, personal injury, disability, and death), illness, damage, loss, claim, liability, or expense, of any kind, that attendee may experience or incur in connection with attending the Event. Attendee hereby releases, covenants not to sue, discharges, and holds harmless GPMI, its employees, agents, and representatives, of and from any such claims, including all liabilities, claims, actions, damages, costs, or expenses of any kind arising out of or relating thereto.

Specifically relating to the global COVID-19 pandemic, attendee acknowledges the highly contagious nature of COVID-19 and voluntarily assumes the risk of exposure or infection by attending the Event, and that such exposure or infection may result in personal injury, illness, disability, and/or death to attendee. Attendee understands that the risk of becoming exposed to or infected by COVID-19 at the Event may result from the actions, omissions, or negligence of others who may attend the event or their families, colleagues, or others with whom they may have contact. Accordingly, attendee understands and agrees that this release includes any claims based on the actions, omissions, or negligence of GPMI, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in the Event.

In addition to all other rules and regulations relating to the attendee's attendance at the Event, attendee agrees to comply with all COVID-related procedures that may be implemented by GPMI and the Event venue, including, but not limited to, providing proof of full COVID-19 vaccination or negative COVID-19 test, mask-wearing and social distancing requirements, and restrictions on certain activities that carry higher COVID-19 related risk, in order to protect as much as possible the health and safety of all Event attendees.

For information about our current Health and Safety Procedures and requirements, please visit www.gpminstitute.com/health-and-safety/

GPMI reserves the right to remove an attendee without warning or refund if the attendee is found to have provided fraudulent information regarding their vaccine or negative COVID-19 test status, or not to be in compliance with the Health and Safety Procedures. This includes instances where an attendee knowingly shares their name badge with another person to gain entry to the event. In such an occurrence, both

the attendee and the person fraudulently using the attendee's credentials will be removed. GPMI reserves the right to prohibit attendance at any future meeting based on an attendee's action(s) and non-compliance with the event policies.

Registration Changes

A **transfer** is a request to change the location, date, or delivery method of your event. A **substitution** is a request to replace the registered individual with a different attendee.

Transfers/Substitutions

Courses: A \$55 administrative fee will be assessed for each transfer and/or substitution. Some restrictions may apply. Either of these changes should be made by calling GPMI Support. Each transfer and/or substitution will require completion of a [Transfer/Substitution Form](#) and will be assessed the fee.

Each transfer and/or substitution will require completion of a [Transfer/Substitution Form](#) and will be assessed the fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. Fill out the [Transfer/Substitution Form](#) and email to support@gpminstitute.com.

A transfer fee will apply if the incorrect location or date is selected by the customer. Please verify that you select the correct location and date to avoid transfer fees.

Webinars and Webinars On Demand: A \$55 administrative fee will be assessed for each transfer and/or substitution. Transfers or substitutions will not be honored the day of the program, after the program begins, or if the program license has been activated.

Cancellations

Events: Written requests received at least seven business days prior – full refund; four to six business days prior – refund less a \$50 service charge; fewer than four business days prior – a credit will be issued less a \$100 service charge. Credits are applicable only to future GPMI educational programs and are valid for one year from the date of issue. Cancellations the day of the program or after the program begins are nonrefundable and noncredited.

Webinars and Webinars On Demand: Cancellations or refunds will not be honored the day of the program, after the program begins, or if the program license has been activated.

Refunds

Refunds that are approved will be made in the original form of payment. Neither refunds nor credits on account will be given for no-shows. No exceptions. Refunds on taxes for tax-exempt entities will not be honored after the purchase if the tax exemption form has not been filed with GPMI.

Congress Xstream Policy: If Congress Xstream is presented and has bonus events, registration must be received prior to the bonus events in-order to receive any credits. GPMI cannot guarantee arrival of the Congress Xstream premiums before the start of the event.

Confirmation of shipping address should be made at time of registration.

If the address provided is incorrect or insufficient and undeliverable, GPMI will not reship any premiums.

If the recipient's shipping address has changed, GPMI will not be able to change the shipping address after the premiums have shipped.

Items will not be reshipped to the new address. The Congress Xstream premiums will only be shipped within continental USA.

Payroll Congress: GPMI cannot honor cancellations or refunds for Congress registrations. However, you may substitute another GPMI subscriber or APA member or colleague.

Each substitution will require completion of a substitution form and will be assessed a \$55 administrative fee. The substitute may also be charged the difference in price if the substitute's member status is different from that of the original registrant. Fill out the [Transfer/Substitution Form](#) and email to support@gpminstitute.com.

If you are unable to attend and cannot find a substitute, notify us in writing one month prior to the event, and you will be issued a credit to your GPMI account for another GPMI sponsored meeting less a \$150 cancellation fee. This credit is good for one year from date of issue; no exceptions will be made to this policy. Program format and delivery method subject to change.

If Congress includes bonus events, registration must be received prior to the bonus events in order to receive any credits.

Certification

Earning Education Credits: RCHs, CEUs, and CPE Credits Recertification Credit Hours (RCHs) are available for conferences, classes, webinars, webinars on demand, virtual classes, and virtual conferences based on participation.

Continuing Professional Education (CPE) credits for Certified Public Accountants (CPAs) are available for live conferences, classes, webinars, and virtual classes based on participation as required by the National Association of State Boards of Accountancy (NASBA). CPE credits are not available for webinars on demand.

Education Credits are only available to the person who has registered and paid for the event and has met participation requirements.

CPE Complaint Resolution Policy

The Global Payroll Management Institute (GPMI) will make every effort to resolve complaints regarding NASBA compliance within a reasonable amount of time and in a confidential manner. A formal complaint must be submitted in writing and must set forth a statement of the facts and the specific remedy sought. Submit CPE complaints to: Global Payroll Management Institute, Attn: Certification, 712 H Street NE, Ste 1262, Washington, DC, 20002 USA. Certification: +1.844.729.4764, certification@americanpayroll.org.