



NAO's Training Policy

Discounts & Discount Codes

NAO Members are eligible for FREE members-only events and up to 50% off training sessions. Discounts will be automatically applied when you register, but you must be logged in to your NAO user account. Discount codes are available on the [Members Only Page](#).

Not a Member? [Join us today!](#)

Special Accommodations

NAO serves the entire community and welcomes people with special needs. Please contact training@nonprofitoregon.org with special requests. We ask that you give us as much notice as possible.

How to Register

Registrations will not be confirmed without full payment and are processed in the order they are received.

1. [Log in](#) to your NAO user account.
2. Click the REGISTER NOW button on the event page.
The price will automatically adjust based on your membership status. If you are logged in to your account but the price has not adjusted correctly, contact us to activate your member benefits or receive a temporary discount code.
3. Complete the online form and click the "CONTINUE" button until your registration has been completed. You will receive an automatically-generated confirmation e-mail.

Register Using Your Member Pass

Member Pass holders are required to RSVP to events so we can ensure a seat is available. Member Passes are seasonal and expire at the end of the training series. Refer to our [professional development networks](#) for available Member Pass opportunities.

1. [Log in](#) to your NAO user account.
2. Click the REGISTER NOW button on the event page.
3. Member Pass holders will receive a unique code. Enter your Member Pass code in the "discount code" field at the top of the registration page. Click "Apply" to update the price to \$0.00. **This code can be used up to 10 times.**

4. If you are registering more than 1 participant, select the number of additional people you would like to register. As long as your Member Pass has enough uses available, it will apply to everyone you register.
5. Complete the online form and click the "CONTINUE" button until your registration has been completed.
6. You will receive an automatically-generated confirmation e-mail.

Payment Options

Please note that your registration is not finalized until payment is received. Payment must be received within two weeks of the event.

- Cards: We accept Visa, MasterCard, and debit cards through a secure online payment system or over the phone.
- Checks: If you are unable to pay by credit card, you may pay by check or money order by selecting the "I will send payment by check" option on the registration form. You will receive an automatically-generated invoice when your registration is complete. Please print this invoice and mail or fax it with full payment to Nonprofit Association of Oregon, 5100 SW Macadam Ave, Suite 360, Portland, OR 97239.
- Other Payment Options: Please contact us for questions regarding vouchers, purchase orders, scholarships and other forms of payment.

Cancellations & Refunds

- Substitutions: If you need to cancel for any reason, we recommend that you send another individual from your organization in your place. We cannot apply your payment to a future training event.
- No Shows: If you are unable to attend an event and have not cancelled in advance, your payment will not be refunded.
- Refunds for NAO Events: Refunds (minus a 25% handling charge) are available up to 5 business days prior to the training event. Cancellations received after this time frame will not be refunded. Member Passes are non-refundable.
- Refunds for Non-NAO & Partner Events: We often produce training events in partnership with other organizations. If you registered on any website other than NAO's, you will need to contact the person specified on that particular registration page.
- If NAO Cancels an Event: We reserve the right to cancel any event or substitute presenters if needed. If we cancel an event we will be sure to personally contact all registrants and offer a full refund.

Questions?

Email training@nonprofitoregon.org or call 503-239-4001, ext. 123.