



THE NONPROFIT  
ASSOCIATION OF  
OREGON

*Connect. Improve. Advance.*

## Nonprofit Association of Oregon Training Policy

### Discounts and 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](mailto:training@nonprofitoregon.org) with special requests. We ask that you give us as much notice as possible.

### How to Register

Registration is ***required for all events***, unless indicated differently, and will not be confirmed without full payment. Registrations 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.

If you do not receive this confirmation email, your registration did NOT complete. Please contact [training@nonprofitoregon.org](mailto:training@nonprofitoregon.org) to confirm registration. NAO reserves the right to refuse entry for anyone who is not registered.



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## Payment Options

- Cards: We accept Visa, MasterCard, and debit cards through a secure online payment system or over the phone.
- Other Payment Options: Please contact us for questions regarding vouchers, purchase orders, scholarships and other forms of payment.

We are only able to accept payment by card at the door. We encourage pre-payment prior to event date in the methods explained above. *Please note that your registration is not finalized until payment is received.*

## Cancellations and 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 2 business days prior to the training event. Cancellations received after this time frame will not be refunded. Full season purchases are non-refundable.
- Refunds for Non-NAO and 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](mailto:training@nonprofitoregon.org) or call 503-239-4001, ext. 123