



Event Registration & Fee Policies

Member Discounts

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!](#)

Season Passes

NAO Members are eligible to purchase a Season Pass for each of our Learning Networks. A Season Pass pre-registers one individual for each session of a series. By purchasing this pass, you receive an additional discount the entire series of your choice, on top of your member discount. The deadline to purchase a Season Pass for 2019-2020 is **October 31, 2019**.

Season Pass Policies:

- Each pass pre-registers seven seats of one series for one individual
- Passes are shareable! If you cannot attend a session that you've been pre-registered for, you may send a colleague in your place by emailing training@nonprofitoregon.org before the event, or by having them check in at the event in your place.
- Your pass reserve one seat per session. If you plan to attend a session with another individual, they must register for an individual seat.
- Season Passes are limited to one series. You cannot attend a session in a different series using your pass. For example, an NLN Pass Holder cannot use a seat in their pass for an EILN session.
- Season Passes are final sale. If you can no longer attend the remainder of sessions in your series, we encourage you to send another colleague in your place!

Special Accommodations

NAO is committed to ensuring an accessible, safe, and comfortable learning environment for all attendees. If you require any special accommodations, please contact us in advance of the event so we can try to meet your needs. We ask that you provide us as much notice as possible.

How to Register

Advance registration and full payment is **required for all events**, unless otherwise indicated. 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.

3. If you are registering yourself and others, use the drop down next to “How many people are you registering?” to indicate how many people total (including yourself).

REGISTRATION FORM

How many people are you registering? * (including yourself)

Fill in your registration information on this page. If you are registering additional people, you will be able to enter their registration information after you complete this page and click "Continue".

After selecting a number on this drop down, you will still be required to input payment information after the first registration form. After you click “Continue”, the system will give you more registration forms to fill out. You will be able to review your entire purchase before final payment.

4. If you are not attending and registering for others, click on the blue link at the top, next to your name “Not _____, or want to register a different person?”

Welcome Coua Xiong. [\(Not Coua Xiong, or want to register a different person?\)](#)

NEED HELP?

You must be **logged in to your NAO User Account** to access your member benefits. If you have logged in and your member discount is not automatically applied to this registration, contact training@nonprofitoregon.org to activate your member benefits or receive a temporary discount code. **Not sure if you are a member?** Check our current list of **nonprofit members** and **affiliate members**.

This will allow the system to not auto-fill your information into the registration form and allow you to manually enter the information of those you are registering. Refer to #4 if you registering multiple people.

5. You will receive an automatically-generated confirmation e-mail. If you do not receive this confirmation email, your registration is not complete. If you registered others, a confirmation email will be sent to the email you indicated in their registration form.
6. NAO reserves the right to refuse entry for anyone who is not registered.

Payment Options

Credit Cards: NAO accepts Visa and MasterCard online through a secure online payment system. We can also process credit card payments over the phone in advance of the event. If you cannot pay with a credit card, please contact the Training Coordinator at 503-239-4001 ext. 123.



Onsite payments: NAO staff and volunteers host events and we are not equipped to receive payment onsite. Please register and provide payment in advance.

Cancellations & Refunds

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 or partial season passes are non-refundable.

Refunds for Season Passes: Season Passes are final sale. We cannot refund partial payments for remaining sessions. If you can no longer attend, please send a colleague in your seat. Season Passes are shareable with in your organization.

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.

No Shows: If you are unable to attend an event and have not cancelled in advance, your payment will not be refunded.

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.

Substitutions: If you have registered for an event and no longer attend, you may send someone else in your place by emailing us before the event or having them check in under your name at the event. We cannot apply your payment to a future event.

Questions?

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