



# ASSOCIATION OF STATE FLOODPLAIN MANAGERS, INC.

575 D'Onofrio Drive, Suite 200, Madison, Wisconsin 53719 [www.floods.org](http://www.floods.org)

Phone: 608-828-3000 Email: [asfpm@floods.org](mailto:asfpm@floods.org)

## ASFPM Webinar Policies

### **Registration Fee Policy**

The registration fee includes access to the webinar for the live event, a recording of the webinar after the event, access to the webinar slides and other helpful references provided by the instructor(s), CEC for CFMs and certificate of attendance (when eligibility criteria is met). Access to these materials does not transfer copyright ownership of the materials to the registrant.

### **Registration Policy**

ASFPM webinars allow for individual registration, payment, and attendance only. Registration, access to webinar, materials, and fees apply only to the person under whose name it appears in the registration system. Only the named registrant may connect and participate in the webinar. Participants who allow others to use their ASFPM member preferred rate promotional code, webinar access, and/or name to register or participate in a webinar may not receive a certificate of attendance, will not receive a refund, and will not be allowed to register for future events. Should it be determined that a participant failed to comply with the [CFM Code of Ethics](#) they may be subject to further certification disciplinary review.

### **Attendance Policy & Certificate Eligibility Criteria**

ASFPM webinars allow for individual attendance only. Registration, access to webinar, materials, and fees apply only to the person under whose name it appears in the registration system. Only the named registrant may connect and participate in the webinar. ASFPM will not accept group sign-in sheets or certificates provided by other entities for ASFPM-hosted webinars. Attendees must be connected via the webinar web interface and the audio portion of the webinar in order to be eligible for a Certificate of Attendance. Audio-only participants will not be eligible for a Certificate of Attendance.

ASFPM will monitor attendee's webinar login and logout times, attentiveness (if webinar screen is attendee's active screen and not minimized), and their participation in polls, activities, and quizzes during or following the webinar to determine if attendee is eligible for a certificate of attendance. ASFPM will automatically issue electronic certificates of attendance by email within 2 weeks of the event for all webinar attendees who participate individually in the event in its entirety under their own name and email address.

### **Continuing Education Credit (CEC) Policy & Eligibility Criteria**

CFMs who wish to receive Continuing Education Credit (CECs) for their participation in an ASFPM webinar must actively participate in the live webinar in its entirety in order to be eligible to receive credit. No partial CECs will be awarded. ASFPM will not accept group sign-in sheets or certificates provided by other entities for ASFPM-hosted webinars. Attendees must be connected via the webinar web interface and the audio portion of the webinar in order to be eligible for a Certificate of Attendance. Audio-only participants will not be eligible for a Certificate of Attendance.

ASFPM will monitor attendee's login and logout times, attentiveness (if webinar screen is attendee's active screen and not minimized), and their participation in polls, activities, and quizzes during or following the webinar to determine CEC eligibility. Attendees must be connected via the webinar online interface and the audio portion of the webinar in order to be eligible for CEC credit. Audio-only participants will not be eligible for CEC credit. CFMs (in all states except AR, NM, OK, and TX) will be automatically awarded CECs by ASFPM following the webinar event and should not submit paperwork to ASFPM to claim CEC credit. CFMs in AR, NM, OK, and TX will be responsible for submitting their certificate of attendance provided by ASFPM to their certifying authority to request CEC credit following the event.

### **Substitution Policy**

- If a registered attendee is unable to attend, substitutions are acceptable:
  - when notice is provided to ASFPM in writing by email [asfpm@floods.org](mailto:asfpm@floods.org) or fax: 608-828-6319 on or before the end of business (5:00pm Central Time) on the Friday before the start of the webinar, and
  - upon payment of the difference in fee between the original registrant's fee (if at the member rate) and the new attendee's fee (if a non-member) when the new attendee does not qualify for the ASFPM member rate. Should the new attendee qualify for the ASFPM member rate when the original registrant was not a member, no refund will be issued for the difference in price.
- ASFPM will not provide refunds for registration substitutions; reimbursements between attendees for a transferred webinar registration will be the attendees' responsibility to arrange with one another.
- No substitution will be applied when notice is provided to ASFPM after the end of business (5:00pm Central Time) on the Friday before the start of the webinar, and no refund will be issued.

**Rain Date Policy**

Whenever possible, ASFPM will schedule a “rain date” for the cancelled webinar to be announced at the time of cancellation. In the event of a rain date, attendees will be given priority registration for the new event, and a deadline to reserve their seat. Any attendees who do not respond by the deadline will be issued a refund and their seat will be opened to other registrants. Attendees who reserve their seat for the rain date event will not receive a refund; their webinar fees will be applied to the new event date.

**Cancellation Policy**

Webinar cancellations made at the request of the attendee cannot be applied to a future webinar event. Registrations may only be transferred to another attendee when original registrant provides proper notice per ASFPM [Substitution Policy](#) and upon payment of any applicable fees as outlined in the policy. It is the attendee’s responsibility to notify ASFPM according to the [Substitution Policy](#) timeline, identify a substitute candidate, and arrange for any applicable payment transactions related to the transfer.

Should ASFPM or the presenter cancel a webinar for any reason, full refunds will be issued within 1 month of the cancellation date to all registrants who were registered and paid at the time of the cancellation. No refund will be issued to registrants where no fee was paid. ASFPM will issue refunds in the manner in which the original fee was paid. ASFPM is not responsible for refund delays caused by PayPal, the registrant’s financial institution and/or postal mail.

**Refund Policy**

With the exception of an ASFPM cancelled event or [Rain Date Policy](#), no refunds will be issued. No refund will be provided for registrant no-shows. If a technical failure at the attendee’s home or workplace prevents access to the live webinar, the attendee will not be given a refund. It is the responsibility of the attendee to confirm system requirements and test their computers prior to the start of the webinar. Technical specifications will be provided to registrants in their webinar registration confirmation email. If you are unable to log in to a webinar due to technical issues, please contact ASFPM at 608-828-3000 for assistance. If we are unable to help you, we may apply your registration fee toward a future webinar event or provide a one-time partial or full refund at our discretion.