Registration

Register by December 2 and save $100

Registering for the CMAA World Conference has never been simpler! The easiest way to register is online via credit card (American Express, Discover, Visa, or MasterCard). Visit cmaa.org/conference today to get started. Confirmation notices are emailed to registrants instantly when using this fast, easy method.

CMAA offers multiple registration options to meet your needs:

**Full Registration:** Entitles attendee access to all business and education sessions, the Club Business Expo, and the Networking Event. The Member & Chapter Awards Breakfast must be purchased separately.

**Education-Only:** Entitles attendee access to all business and education sessions and the Club Business Expo. Social event tickets to the Networking Event and Member & Chapter Awards Breakfast must be purchased separately.

**Single Day Pass:** Entitles attendee access to the single day of education of their choice. (Please note: Monday, February 10, will not meet the CCM Conference attendance requirement.)

**Business Access:** Entitles attendee access to the Club Business Expo, Opening Business Session, and Closing Business Session only.

**Significant Other:** Specifically designed for significant others/guests of attending club management professionals, registrants will have access to the Opening and Closing Business sessions, the General Education Session, the Club Business Expo, and education sessions (on a space-available basis; priority seating for CMAA members.) This registration category includes a Networking Event ticket as well as a Grapevine Wine Tour Excursion. Current CMAA members may not register using this category.

Cancellation Policy

Cancellation of full registration categories will be accepted until January 15, 2020, with no penalty. A refund of the full conference fee – minus a 25 percent penalty – will be given for cancellations received by February 5, 2020. No refunds will be granted for requests received after February 5, 2020.

All registration cancellations and refund requests must be made in writing and submitted online to the CMAA Registration team at cmaa.org/resources/contact/cancel.html. Cancellations due to extenuating circumstances (i.e. death, accident, serious illness) must include appropriate documentation and are subject to verification, and must be received by CMAA prior to the start of the event. CMAA reserves the right to assess a $50 penalty fee if requests are made to change to a lesser registration category. No refunds will be issued for the following registration categories: Business Access or Faculty, at any time. CMAA regrets that refunds will not be given for no-shows.

Save When You Bring Your Team!

Register your leadership team to take advantage of reduced registration fees and build your team professionally. Save $200 when you register three or more attendees from the same club using the Education-Only registration!
Substitutions are gladly accepted; substitutions of registrations are permitted prior to the Conference and on site. Only one substitution is permitted per original registrant. The individual submitting the substitution request is responsible for all financial obligations (any balance due) associated with the substitution. Badge sharing, splitting, and reprints are strictly prohibited.

Credit Reporting

CMAA sets forth these policies and procedures that will be followed with respect to the Association honoring the education credits requested by CMAA members and other individuals attending CMAA educational programs who seek education credits to maintain their Certified Club Manager (CCM), Certified Chief Executive (CCE), or Master Club Manager (MCM) designation(s).

CMAA is committed to promoting club management as a valued profession and fostering an environment where capability and integrity are valued. Individuals may only receive education credits for educational sessions that they attend in full. Accordingly, credits will only be given for one session occurring in each time block at CMAA-sponsored or approved conferences, programs, and chapter events.

When requesting education credits for sessions attended, individuals shall be required to certify as to the accuracy of the information submitted. Inaccurate or materially false reporting shall be considered a violation of this Credit Reporting Policy.

In the event that an individual requests credits for multiple education sessions occurring during the same time block or otherwise requests credits for education sessions that the individual did not attend in full, the Education Department of CMAA will not recognize such credits.

Expected Conduct

CMAA has established minimum expectations of behavior for participants at all CMAA programs, events, and conferences, including but not limited to the CMAA World Conference on Club Management and Club Business Expo, Leadership/Legislative Conference, Mid-Management Conference, National Student Education Conference, Business Management Institute, and all other CMAA continuing education and professional development programs, summits, and conferences (each, an “Event” and, collectively, “CMAA Events”). This policy applies to all individuals on premises at CMAA Events. It is intended to supplement any other applicable CMAA policies, including the CMAA Code of Conduct and Ethics.

CMAA is dedicated to providing a safe, hospitable, inclusive, and productive environment for all participants at CMAA Events.

Participants are expected to conduct themselves in a professional manner, to communicate with respect and consideration for others, and to refrain from conduct that is (or may be perceived to be) harmful to other participants, themselves, CMAA staff, and/or third parties.

Types of conduct that CMAA considers inappropriate includes, but is not limited to:

- Harassment, which is defined for purposes of this policy to include unwelcome or offensive verbal, visual, or physical contact directed at any employee, member, contractor, or other individual, including conduct, comments or images that a person would reasonably find offensive;
- Deliberate intimidation, threatening, stalking, or following;
- Photography or recording without permission;
- Sustained disruption of talks or other events.

Disruptive, discriminatory, or harassing behavior of any kind will not be tolerated.

Note that conduct acceptable to one person may be offensive to another. Some examples of unacceptable behavior are:

- Verbal comments such as epithets, derogatory comments, slurs or unwanted sexual comments, advances, or invitations;
- Visual conduct such as derogatory posters, photography, cartoons, drawings, or gestures;
- Physical conduct such as assault, unwanted touching, or blocking normal movement patterns;
- Interfering with the work of another because of his or her race, sex, age, ability, religion, national origin, or any other protected characteristic;
- Threats of physical harm or demands for sexual favors.
Consequences of Participant Engagement in Inappropriate Conduct

Event participants asked to stop engaging in inappropriate conduct are expected to comply immediately.

CMAA, in its sole discretion, will determine the nature of the participant conduct that warrants corrective action as well as the corrective action to be taken. Corrective action may take any of the following forms: verbal warning; expulsion from the Event; expulsion from the Event with no refund of conference fees; bar from future CMAA Events; and/or notifying appropriate authorities. Any or all of these actions can be omitted as CMAA deems appropriate, in its discretion.

Retaliation for reported violations will not be tolerated and will trigger additional sanctions.

Reporting Violations

If you believe you are being subjected to inappropriate conduct, believe someone else is being subjected to inappropriate conduct, or have any other concerns, please do not hesitate to contact CMAA staff who can work with CMAA leadership to resolve the situation. CMAA staff will assist those experiencing inappropriate conduct to enable them to feel safe for the duration of the Event. If you or someone else is in immediate danger, please contact hotel security or local law enforcement.

Violations of this Code are taken seriously and should be promptly reported to any CMAA staff present at the Event or to CMAA's Senior Vice President of Professional Development. Please Add:

Zero Tolerance Policy

CMAA sanctions a zero-tolerance standard regarding the use of alcohol by CMAA student members at any CMAA national or Chapter social/networking or professional development event/meeting/conference. Alcoholic beverages may not be served to, purchased for, or consumed by current CMAA student members at a CMAA-related event. Student members who are 21 years of age or older are not exempt from this policy. Students may be asked to wear their attendee badges, a wristband, or some other identifiable item to ensure that this zero-tolerance standard is upheld.

In no event shall alcoholic beverages be served to, purchased for, or consumed by any individual under 21 years of age at a CMAA-related function.