WHO IS ELIGIBLE FOR "ACWA ADVANTAGE" PRICING?

ACWA Advantage pricing is available to the following registrants:

- An officer or director of an ACWA member agency.
- A person directly employed by an ACWA public agency member, affiliate or associate organization. This does not include independent contractors, service providers, or third-party vendors.
- Any ACWA board member whose fee is paid for by member agency.
- Any state or federal administrative or legislative personnel in elected, appointed or staff positions.
- Staff of ACWA/JPIA and Water Education Foundation.
- Any individual or honorary life member of ACWA.

VIRTUAL EVENT ACCESS

Registration must be paid prior to receiving access to the virtual conference. The conference access link and login information will be sent in a separate email.

CANCELLATIONS & CHANGES

All registration changes and cancellations must be made in writing by the event registration deadline. Valid cancellation requests will receive a refund of any registration fees paid minus a $30 processing charge. For payments originally made by credit card, refunds can be issued back onto the credit card within 60 days. Otherwise, a refund will be issued by check. All checks will be made payable to the registrant's organization unless otherwise specified. No refunds or registration changes will be granted after the registration deadline. Submit request in writing to Teresa Taylor at teresat@acwa.com. All registrations using credit codes are non-refundable.

SUBSTITUTIONS

Event registrations are transferable from one participant to another within the same organization. Please submit your request in writing before the event registration deadline to Teresa Taylor at TeresaT@acwa.com. Include the original registrant’s name, the new person’s name, title and email address with your request. Only one substitution is permitted per original registrant. The individual submitting the substitution request is responsible for all financial obligations (including any balance due) associated with the original registration. There is no fee to transfer an eligible registration.

GROUP DISCOUNT

For every 5 paid individual “Virtual Conference Pass” registrations from the same organization, a 6th complimentary “Virtual Conference Pass” registration will be received. The complimentary registration must be for an individual from the same organization and is subject to applicable registration fees for any subsequent cancellations. Contact Teresa Taylor at teresat@acwa.com for details. Registrations using discount or complimentary codes are not eligible.

OTHER PROVISIONS

If a technical failure at the attendee’s home or workplace prevents access to the virtual conference, 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 virtual conference. However, if a technical failure is the fault of the service provider and the virtual conference is cancelled, a full refund will be provided.

NON-ATTENDANCE

If you are unable to attend the virtual conference, information on how to access program recordings, materials and features of the virtual event will be provided to all registered persons. Registrants who fail to attend the event, in part or in whole, are not eligible for a refund or credit and will be billed for any balance due.

CONSENT

Registration and attendance at, or participation in, this event constitutes an agreement by the registrant to ACWA’s use and distribution (both now and in the future) of the registrant’s name, title, organization and mailing address as well as the registrant’s image or voice in photographs, videotapes, electronic reproductions and audiotapes.

All Terms & Conditions are subject to change.

Questions? Contact us at 916.441.4545, toll free 888.666.2292.