

## OTAC TERMS AND CONDITIONS, AGREEMENTS, DISCLAIMERS

### GENERAL DISCLAIMERS

By registering for or attending any live or recorded event or activity associated with the Occupational Therapy Association of California (OTAC), you must agree to the following terms and conditions/disclaimers. If you do not agree to the Terms and Conditions/Agreements/Disclaimers, do not register for an event/activity.

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## **RECORDED WEBINARS/EVENTS**

### **System Requirements**

OTAC webinars are broadcast through Zoom. A broadband internet connection is required. For minimum system requirements, visit the following page:

- Zoom - <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

### **Policy for Payment of Webinars by Check**

Registrants who select the payment-by-check method will not receive login information until the check payment has been received by OTAC. If the payment has not been received prior to the airing of the live webinar the registrant will receive login information for the recording only.

### **Live Webinar Cancellations and Refunds**

After registering for a webinar and you are unable to attend and would like a refund on your registration fees, you must submit a cancellation in writing at least 5 days prior to the event. Please submit cancellations to [staff@otaconline.org](mailto:staff@otaconline.org). Please note that a 20% cancellation fee will be assessed. We regret that we cannot issue a refund to those who cancel after the log-in information has been distributed.

In the event of a major technological problem that prevents or interrupts our transmission of the webinar broadcast, such as a power outage, we will either re-schedule the webinar or issue registrants an event credit. Credits may be applied toward any OTAC event and are valid for one year from the credit's date of issuance.

### **Webinar Recording Cancellations and Refunds**

If you pay by credit card, an automated email containing login information and access to the handouts will be sent to your email address. We regret that we cannot issue a refund to those who cancel after the log-in information has been distributed. If you select the pay-by-check method of payment and you wish to cancel your registration before your payment is verified, please submit your cancellation request to [staff@otaconline.org](mailto:staff@otaconline.org). Please note that a 20% cancellation fee will be assessed.

## **COMPLAINT POLICY FOR PROFESSIONAL DEVELOPMENT UNITS DELIVERED BY/VIA OTAC**

Please address any questions or complaints regarding professional development units (PDU) at OTAC events or of its PDU products to [staff@otaconline.org](mailto:staff@otaconline.org).