

## Registration “Best Practices”

### What to do:

- ◆ Allow sufficient time for OCERs staff to develop and deploy your registration/payment site
- ◆ Make sure your event website contains accurate registration information and your registration link functions correctly
- ◆ Establish an event deadline in advance of the event start date
- ◆ Determine a reasonable registration fee payment deadline – preferably by event start date
- ◆ Create and post a written cancellation policy – including how you will handle refunds if you choose to cancel the program
- ◆ Establish a firm deadline for registration fee refund requests – typically within 10 business days after the conclusion of your event
- ◆ Direct all payment(s) inquiries to the OCERs office
- ◆ Make sure to store registration report securely

### What not to do:

- ◆ Do not print or release media materials with registration information without first verifying accuracy with OCERs office
- ◆ Registration fee amounts should not be changed after registration has gone live
- ◆ Items for purchase should not be added after registration has gone live
- ◆ Do not take credit card numbers over the phone if contacted by a registrant
- ◆ Do not accept cash or check payments directly from registrants