



# National College Fairs Policies

**Online registration is available 24 hours a day.** Please allow 10 business days to process mailed and faxed registrations.

**Confirmations:** NACAC will send an email acknowledgement within five business days after the registration has been completed, to the contact listed on the Registration Agreement for the fairs for which you have registered. Exhibitors will receive follow-up information and booth assignments by email, along with a link to access the Exhibitor Manual online. The Exhibitor Manual contains detailed information about each fair, set-up hours, vendor and hotel information. **The Spring National College Fair Exhibitor Manual will be available online, November 20, 2014.**

**Membership:** Member prices are not retroactive for institutions that join NACAC after submitting a National College Fairs Booth Registration Agreement. Separate university programs from a member institution may participate in the National College Fairs at the member price provided that each program is identified as a part of the parent institution. Programs that are identified separately in the Higher Education Directory must purchase a separate membership to receive the member price. For more information on becoming a member of NACAC, visit [www.nacacnet.org/membership](http://www.nacacnet.org/membership).

**Lead Retrieval:** Lead retrieval services are provided by Technology Resource Corporation (TRC), a company independent from the National Association for College Admission Counseling. TRC will make every reasonable effort to deliver scanned data within two business days from the conclusion of the fair. Should there be any delay exceeding 30 days to deliver the scanned data, the affected exhibitor may be entitled to a refund of the Lead Retrieval service provided. The liability for damages of any cause whatsoever will be limited to the total price of \$50 per occurrence for goods and services provided by TRC.

**Each scanner holds a maximum of 10,000 student scans. The scanner may be reset by visiting the TRC service desk during the event at no charge.**

If you experience onsite or post-event problems with Lead Retrieval, contact CFA Support Team at 888/601-0200.

A tutorial is given at the fair on how to use the scanner and when the scanner is full. Additional scanners may be ordered by completing the **Additional Scanner Order Form** up to 10 business days in advance of the fair at the charge of \$50 per scanner. After this deadline, the charge is \$60 per scanner. **Additional scanner fees are non-refundable.**

Each exhibitor is responsible for lost or misplaced scanners. The replacement cost is \$600. NACAC will invoice once notified by TRC that the scanner has not been returned.

**Cancellation and Refund Guidelines:** Cancellation and substitution requests must be submitted in writing on institutional letterhead by either email ([dmtcenter@nacacnet.org](mailto:dmtcenter@nacacnet.org)) or by faxing to 703/373-2372.

## **Registration Changes, Cancellations and Refunds:**

All NACAC National College Fair changes and cancellations must be submitted in writing on institutional letterhead by either email ([dmtcenter@nacacnet.org](mailto:dmtcenter@nacacnet.org)) or by faxing to 703/373-2372. All refunds and credits are subject to a \$25 processing fee.

REGISTRATION CANCELLATION	REFUND
By November 13, 2014	Full credit/refund <i>(minus \$25 processing fee)</i>
After November 13, 2014 – one month prior to fair date	50% credit/refund <i>(minus \$25 processing fee)</i>
Within one month of fair date	No credit/refund

**Compliance:** Institutions contracting for exhibit space at a National College Fair agree to have a representative from the institution at the table during the scheduled hours of the fair. This representative must be there on time, and agree to abide by the policies outlined in this booklet and by the NACAC Statement of Principles of Good Practice. The Statement is available at the NACAC website, [www.nacacnet.org/SPGP](http://www.nacacnet.org/SPGP).

NACAC reserves the right to refuse the registration of any institution that does not comply with the stated rules and regulations of the fairs. By signing the Participant/Registration Agreements, your institution acknowledges that you have read and understood the policies of the NACAC National College Fairs and the NACAC Statements of Principles of Good Practice.