



OPEN ENROLLMENT TRAINING REGISTRATION POLICIES AND GUIDELINES

Registration and Payment Options

O'Brien'sRM offers three convenient ways to pay. Payments can be made by credit card, check or purchase order. Payments must be made in full before the class start date.

Checks and money orders should be made payable to O'Brien's Response Management and mailed with a copy of your online registration to: O'Brien's Response Management, Accounting Department, 6620 Cypresswood Drive, Suite 200, Spring, Texas 77379. Payment must be received before the course start date.

Purchase orders along with a copy of your registration record should be mail to the address above or faxed to 281-320-9700, Attn: Accounting Department. Payment must be received before the course start date.

For credit cards; use the web-site to register, fill out our Credit Card Form sent to you in your registration confirmation by email and submit to O'Brien'sRM with a copy of your registration. Credit Card Form will ask you to provide the following:

- Registrants Contact Information (Name, company, address, phone, fax, and email)
- Course Name and Date
- Type of card (MasterCard and Visa Only)
- Card number
- Expiration date
- Name as it appears on the card
- Three- or four-digit verification number (on the back of the card)

The O'Brien'sRM Credit Card Form will be emailed to you in your Confirmation Email upon registering for a course. The Credit Card form can also be downloaded at: http://www.obriensrm.com/PDF_dc/ORM%20Credit%20Card%20Form.pdf

Please Note: To avoid cancellation charges to our clients; all credit card payments will be processed 5-7 days prior to the course start date. Submitting your payment information prior will hold you a seat in the course.

Please Note: O'Brien'sRM accepts VISA and MASTERCARD only.

Confirmation Email

After registering over the web or phone you will receive a confirmation email within an hour and also a reminder email 1-week prior to the course. If you do not receive a registration confirmation email within 24hours registration, please contact us at 281-320-9700.

Substitution, Transfer, Cancellation, and Refund Policy

Registrants who are unable to attend a course may contact us at any time before the course begins to designate a substitute in their place at no charge. If you cannot attend and have already paid, and need to transfer to another scheduled course, you may do so at no additional charge.

To obtain a full refund, please contact us seven (7) full business days before the course begins. Cancelling after the 7-day mark - please be aware that a lot of time and resources go into developing and delivering each course and if you must cancel and cannot provide a substitution or cannot transfer to another course a 10% charge of the total tuition will be charged to your credit card or invoiced to your company. To avoid cancellation charges you may still transfer your tuition payment to the next class or provide a substitute employee.

Privacy Policy

O'Brien'sRM respects your privacy and will never release, trade, barter, or sell your contact information. Your information will remain confidential. We will send you limited communications about courses and industry news we believe would be of interest to you. We will try are hardest to limit these communications. You always have the ability to "Opt-out" of any emails newsletter or industry and/or training update you receive.

Travel Policy

O'Brien'sRM is not responsible for the purchase of non-refundable airline tickets/travel arrangements or the cancellation/change fees associated with canceling a flight or other travel arrangements. Although courses are subject to cancellation and rescheduling, we will always keep our attendees informed on the course status and try to the best of our ability to never cancel a course unless absolutely necessary.

Hotel Policy

For courses held at our Spring training facility, we recommend that our guests staying overnight make appropriate lodging accommodations at the Best Western Executive Suites, 1.9 Miles away from the O'Brien'sRM training facility. For those of you who are not renting a car there is a shuttle service Best Western provides to drop you off and pick you up each morning and

afternoon. We have also negotiated a special rate of \$95/night for our students. When registering please tell them you are attending training with O'Brien'sRM.

Please Note: O'Brien'sRM is not responsible for the cancellation or change fees of any hotel charge.

Best Western Executive Suites
4434 Fm 1960 Rd W
Houston, TX 77068

To make a reservation call (281) 866-0500. Please notify the front desk that you are a part of the O'Brien'sRM training and will need transportation to and from the facility.

For Courses NOT held at our Spring training facility will most likely be held at a hotel. When you register for a course the venue will be stated under the title of the course on your Registration Record. If staying overnight, we recommend you make your hotel reservation at the hotel where the course is going to be offered.

Food and Beverages

Normally all courses held at our training facility come with complimentary beverages, breakfast, and Lunch. However that is subject to change from courses to course. Please contact us at (281) 320-9796 for your courses food and beverage policy or if you have special eating requirements.

Course Fees

Course fees include all manuals and course materials. For some courses, lunch and/or refreshments are also provided. Fees do not include accommodations or transportation. Course Fees may also include certification costs for regulatory driven training courses.

Dress

Casual Business Attire and/or military or company uniform

Personal Property

Attendees are responsible for all personal belongings during the course while in the hotel or at the course venue; this includes all breaks. O'Brien'sRM cannot assume responsibility for any missing or damaged articles. Please keep your phones, laptops, purses or any other valuables in your hotel room or with you at all times.

Group Rate Discounts

O'Brien'sRM offers group rate discounts for those companies and/or organizations sending 3 or more students to the same class. Please contact us at (281) 320-9796 for group rates. Group Rates must be applied before registering online.

Military Discounts

O'Brien'sRM offers military discounts for active duty personnel attending an O'Brien'sRM open enrollment class.. Please contact us at (281) 320-9796 for military discounts. Military discount must be applied before registering online.

For More Information

O'Brien's Response Management
Consulting Services Department, Training Group
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Fax: (281) 320-9700
Email: training@obriensrm.com

www.obriensrm.com/publictraining.htm