

To LV Members:

As most of you know we are having difficulty finding meeting and seminar locations that meet our members' needs, and we are dealing with hotel inflexibility for many reasons: staffing, inflation, and fewer attendees at in-person events among others.

With this in mind, we have had to institute new procedures for chapter events. We have always been flexible in the past. However, with hotel inflexibility, numbers are extremely tight and there is no wiggle room on the counts. The chapter pays for all meals and numbers cannot be reduced after the cutoff date.

Here are the new procedures, which will continue to be reviewed as circumstances change. Until further notice:

1. The Lehigh Valley chapter will not be able to issue refunds if you cancel after the registration cutoff date unless YOU find a specific replacement. No show, no refund. If you cancel before the cutoff date, there may be separate rules for seminars – please check the flyer.
2. If you want to change to a webinar, you must cancel your Lehigh Valley in-person registration (with cancellation policy above) and sign up for the webinar separately. We regret that we will not be able to accommodate a direct transfer.
3. If you register after the cutoff date, it will be for CPE only. No meal will be provided even if the meeting is buffet style, due to hotel rules. We will be issuing meal tickets for all meeting meals including buffets. Our meal count goes to the venue the day after the registration cutoff and the venues are now inflexible with any changes. Late changes cause the chapter to incur costs and it is not fair to other members. We will give you the option of being placed on a wait list for the meals, and you will be contacted only if we get a cancellation by the day before the meeting. If you are not contacted, there is no meal available.

We regret that we need to take these steps, but as you know, many things have changed in the last few years. As chapter volunteers and fellow practitioners, we appreciate your support on this as we navigate these challenges. We cannot spend chapter resources by absorbing costs as a result of last-minute cancellations and no-shows. We want to continue to be able to provide quality CPE and networking opportunities to our chapter membership and we need your help by keeping these unnecessary costs to a minimum.

Thank you for your cooperation and continued support.

*Lehigh Board of Directors*