



ASAE & The Center Circle Club Policies and FAQs

1. Who may purchase Circle Club packages

Each Circle Club package includes a designated number of program registrations and ASAE & The Center memberships intended to provide your organization with access to a wide variety of educational programs, networking events, knowledge resources, and individual memberships for a single financial investment. In order to promote an appropriate match between the designated benefits and your organization, each package is available only to employees that share a common work address, and has a limit on the maximum number of organization employees at that address:

Package*	Maximum number of organization employees at work address
1	15 employees
2	20 employees
3	75 employees
4	75 employees
5	250 employees
6	300 employees
7	No limit
8	No limit
9	75 employees
10	30 employees

*For details of the ten packages, visit www.asaecenter.org/circleclub.

2. Circle Club renewal policies

Circle Club packages are due for renewal no later than the last day of the month for which Circle Club coverage is provided. After that date, all Circle Club and associated membership benefits will cease, and any re-activation of Circle Club benefits will be treated as a new purchase at current rates and policies.

3. Assignment of memberships

Each Circle Club package includes a designated number of ASAE & The Center memberships in the package price. In order to ensure your best possible return on investment, and to streamline the management of the program, it is necessary for you to identify at the time of renewal the individuals to whom these memberships are to be assigned. It is expected that your organization's chief staff executive will be designated as a member, and a human resource person (or other package administrator) shall be designated to receive a limited complimentary membership to assist in their service as program

liaison. In addition to designating membership, a full roster of all employees at the work address covered by the package shall also be provided to facilitate future program registrations. (Note: These individuals are not ASAE & The Center members unless you choose to purchase additional memberships for them.) You may also add additional members throughout the year at a special reduced rate, and will be given periodic reminders that you may add additional employees as members at special pro-rated amounts or as new employees eligible to participate through your organization's Circle Club benefits.

4. Scope of Circle Club benefits

Each Circle Club package includes a number of program registrations, which may be used to register any employee from your organization without additional fee. In order to utilize Circle Club benefits, registrations must be made through the Circle Club program. (Registrations can be made through the Circle Club program by contacting the Circle Club manager at concierge@asaecenter.org or 202-326-9518.) Registrations made through other avenues (including online registration) are subject to full direct-paid registration fees. A Circle Club organization can reclassify such registrations and receive a refund for the direct payment by notifying the Circle Club program of the situation within 15 working days of the start of the registered program, provided suitable program benefits are still available. Refunds and reclassifications cannot be accommodated after that period.

Your organization is also encouraged to support additional program participation from your organization, and in such cases, the program registration fees shall be determined by that registrant's ASAE & The Center membership status.

5. Money-back guarantee

ASAE & The Center's cancellation policies require that attendance cancellations must be received within three business days before the program begins. (The typical \$75 cancellation fee is waived for Circle Club organizations.) There are no refunds of fees or designated registration benefit for cancellations received less than three days before a program. No-shows will not be refunded fees nor will designated registration benefit be reinstated. ASAE & The Center's money-back guarantee states that: "Our goal is to provide truly exceptional offerings and service, and we won't be happy until you are. If any programs, products, or services of ASAE & The Center do not fulfill our promise, we will make the situation right or refund your money." This guarantee is honored for program participation through the Circle Club by reinstating the designated registration benefit or other mutually agreed upon solution. The Circle Club package price is non-refundable.

6. Registration for additional events at conferences

In addition to the main program, many ASAE & The Center conferences offer additional options and events that require additional registration by participants. The Circle Club program handles registrations only for the main program. Participants will receive notice of their main registration once completed, and are individually responsible for handling their personal registrations for such additional options and events. (Such arrangement can be made onsite, online, or through Member Services at 888.950.2723 or 202.371.0940 in the Washington, DC area.)