

# ACET 2021 FALL CONFERENCE – Registration Information/Important Dates

## [FREQUENTLY ASKED QUESTIONS – Fees, Cancellations, Deadlines, etc.](#)

**Q 1: What are the dates for the ACET 2021 Fall Conference?**

**A 1:** The *ACET 2021 Fall Conference* will be held October 27-29, 2021.

**Q 2: Where will the ACET 2021 Fall Conference be held?**

**A 2:** The *ACET 2021 Fall Conference* will be a virtual conference with presentations accessible only to prepaid registrants.

**Q 3: Will the ACET 2021 Fall Conference offer a Pre-Conference for Directors as in the past?**

**A 3:** Yes, the *ACET 2021 Fall Conference* will offer a **Pre-Conference for Directors** (*Directors' Academy*) and as in the past one must register for the conference in order to be able to add the Pre-Conference. There will **be an additional cost of \$75.00** for the Pre-Conference and one can register for the Pre-Conference when they register for the *ACET 2021 Spring Conference*. *Pre-Conference will be held on October 26, 2021.*

**Q 4: How will registrants gain access to the conference presentations?**

**A 4:** When a person registers they will be provided access to a **User Guide for Whova app**. The Attendee's user name will be their own email address and they will set up their own password which they will use for the Spring conference. The "paid" registration allows the Attendee to access any of the virtual sessions during the Spring conference and any documents ACET will post on the acetx.org website throughout the year until ACET 2022 Spring Conference. This also allows the paid registrant to access any available recorded presentation that they were unable to attend "live". **if you already have an account, do not open a new account; go to the member portal utilizing your account information and Log In through there.** If you have issues, contact Eileen Lytle (254.292.2757 or Dr. Jack Chew (210.288.7346)..

**Q 5: What is the price of the ACET 2021 Fall Virtual Conference?**

**A 5:** The registration fee for the ACET 2021 Fall Conference is \$300.00

**Q 6: What methods of payment will be accepted by ACET for conference payment?**

**A 6:** There are three ways registrants may prepay for the conference;

**1. Credit cards -**

**Notice: address on credit card must MATCH address used for registration. (ie.: if using a company credit card, address in registration must be the company address on credit card; if using a personal credit card, the address used in registration must be the same as on personal credit card.) If you have a credit card rejected/failed, call Dr. Jack Chew (210.288.7346).**

**2. EFT (Electronic Fund Transfer: Contact Shirley Coleman [shirleycoleman@acetx.org](mailto:shirleycoleman@acetx.org) for routing directions) Transfer must be received in ACET Office **before October 20, 2021.****

**3. Check\*\* payable to ACET and submit to:**

**ACET  
PO Box 220  
Floresville, Texas 78114**

**\*\*** Personal/Organization checks must be mailed before October 20, 2021 to assure payment reaches ACET office before conference. **Reminder: A Check must be sent to replace any POs.**

4. **POs** may be mailed, emailed ([shirleycoleman@acetx.org](mailto:shirleycoleman@acetx.org)) or faxed (832-644-8520). These are not considered payment, but a promise to pay for the registered individuals.

**Q 7: Will there be a daily rate or option for selection of specific sessions for the conference?**

**A 7:** No. The registration fee is a set fee for the entire three day conference. No “one day” or “selective session” fee will be entertained.  
Pre-Conference Directors’ Academy will be an additional cost of \$75.00 (**\$300 plus \$75 = \$375**)

**Q 8: Can one access the sessions if they have not paid before the conference begins?**

**A 8:** No. Payment provides the registrant with access to **Whova app** to view sessions.

**Q 9: Can a registrant cancel their registration after registering for the conference?**

**A 9:** Yes, **however a written request for cancellation must be sent** to [admin@acetx.org](mailto:admin@acetx.org) or [shirleycoleman@acetx.org](mailto:shirleycoleman@acetx.org) and be requested **by the designated time period listed below** in order for any allowable refund:

\* To receive a **Full return of payment** a *written request must be received by ACET Office **on or before September 30, 2021***;

\* To receive a **Half payment return** a *written request must be received by ACET Office **between October 1, 2021 through October 12, 2021***

\* **Any request on or after October 13, 2021 - NO cancellation (or partial refund) will be granted.**

\* **NO substitutions will be allowed after October 22, 2021.**

**Q 10: Will there be a notice sent to registrants whose payment has not reached the ACET Office in a timely manner?**

**A 10:** Yes, Reminders of unpaid registrations will be sent several times before the Conference. The final balance due reminder before the conference will be sent on Tuesday, October 12, 2021,  
**Reminder: A Purchase Order (PO) is NOT a payment. A check must be provided for any PO listed for registration.**

**Q 11: How is this conference payment situation different from “On location site” conferences?**

**A 11:** Since this is a virtual conference we will not have an “on site” opportunity to finalize payments; therefore, we have moved to accepting credit cards and honoring EFT payments which can be made up to two days before the conference. Check payments must be mailed, or EFTs requested early enough to reach ACET Office by Friday October 22, 2021, to assure accounts are credited as “Paid” before conference begins.

**Q 12: Who may I contact if I have questions about registration?**

**A 12:** If you have any questions concerning your registration or the conference, please contact: Eileen Lytle, ACET Administrative Assistant at **254-292-2757** or by email at [admin@acetx.org](mailto:admin@acetx.org)

Looking forward to having you join us for the Fall Conference.

Sincerely,  
Shirley Coleman  
ACET Executive Director  
[shirleycoleman@acetx.org](mailto:shirleycoleman@acetx.org)