

NeighborWorks[®] Training Institute (NTI) Policies and Procedures

NeighborWorks[®] America is committed to the equal treatment of and opportunity for all people, without regard to race, religion, ethnic background, age, sexual orientation, marital status or gender. Our practice is one of zero tolerance for discrimination.

Special Needs:

If you have special needs addressed by the Americans with Disabilities Act, please notify the NeighborWorks[®] Training Institute at least one month prior the event. Please indicate your special need on your registration form or in the appropriate space in the online registration system so that arrangements can be made.

Attendance Policy:

Classes begin promptly at 8:30 a.m. and conclude at 4:00 p.m. each day, except on Friday, when courses end at 2:30 p.m. Certificates of completion are issued only to participants who have attended and completed 100% of the course. There are no exceptions to this policy.

Cancellation, Refund and Substitution Policies:

NeighborWorks[®] Network Organizations

You must provide notice of cancellation at least three weeks prior to the start date of the event in order to receive a tuition refund and be able to recover your training slot. If cancellation notice is received less than three weeks and up to five business days before the start of the event, NeighborWorks[®] Training Institute will assess a \$150 cancellation fee and provide a tuition credit voucher for the remaining balance. In addition, you will forfeit the training institute slot. The credit voucher expires if not used within one year of issuance. If cancellation notice is received less than five business days prior to the event, or if you do not complete your coursework, no refund or credit voucher will be issued and you forfeit the training institute slot. If hotel reservations were confirmed on your behalf and you did not show up at the event, the hotel will assess a no-show charge to NeighborWorks[®] Training Institute. The hotel no-show charge will be billed to you or your organization.

NeighborWorks[®] Training Institute reserves the right to cancel any course at any time. If your course is cancelled, you may choose another course or request a tuition refund and reinstatement of the training institute slot. Other than refunding your tuition and reinstatement of the training institute slot in the event that the course you selected is cancelled, NeighborWorks[®] Training Institute is not liable to you for any other damages, including, without limitation, any obligation to provide refund for any

travel or lodging costs associated with attending any NeighborWorks[®] training or other direct, indirect or consequential damages.

Substitution requests will be accepted up to three weeks prior to the start date of the event.

Non-NeighborWorks[®] Network Organizations

You must provide notice of cancellation at least three weeks prior to the start date of the event in order to receive a tuition refund. The event registration fee is non-refundable. If cancellation notice is received less than three weeks and up to five business days before the start date of the event, NeighborWorks[®] Training Institute will assess a \$150 cancellation fee and provide a tuition credit voucher for the balance. The credit voucher expires if not used within one year of issuance. If a cancellation notice is received less than five business days prior to the start date of the event, or if you do not complete your coursework, no refund or credit voucher will be issued. NeighborWorks[®] Training Institute reserves the right to cancel any course at any time.

If your course is cancelled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event the course you chose is cancelled, NeighborWorks[®] Training Institute is not liable to you for any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks[®] training event or other direct, indirect or consequential damages.

Substitution requests will be accepted up to three weeks prior to the event.

Scholarship Recipients

Refer to your award letter for terms and conditions.

Lodging:

Guest rooms are available after 3:00 p.m. and checkout is before noon. Upon receipt of your confirmation letter, please read it carefully for important details about your registration and course locations.

NeighborWorks[®] Network Organizations

Please read your confirmation letter carefully for your hotel assignment. Shared guestroom accommodations are included as part of your training grant. While we cannot guarantee your roommate preference, we make every attempt to match you with your preferred participant. You are required to notify the NeighborWorks[®] Training Institute on-site housing coordinator no later than 1:00 p.m. on the next business day if your roommate does not check in to your shared room.

Single-room accommodations are available on a first-come, first-served basis at an additional cost. The participant or his/her organization must pay the additional costs for the entire stay at the time their registration form is submitted. If the request for upgrade is made after the initial registration form is received, an upgrade form will be sent for payment and no upgrade will be provided until payment is received (prior to the registration deadline). Single-room upgrades will not be available when you check in on-site, so please make your arrangements at the same time you register for the event.

“No-show” participants will be assessed a charge for the first night’s hotel stay if the hotel charges NeighborWorks[®] Training Institute for the unused room.

You will be asked by the hotel to leave a credit card imprint or a cash deposit upon check-in, which will allow you access to the in-room telephone. We recommend that you do not use credit or debit cards for the deposit, as the hotel may deduct the cash deposit amount each day. Only use cash for the deposit.

As a result of the significant growth of the NeighborWorks[®] Training Institute, we may utilize multiple hotels to accommodate the required number of guestrooms and meeting rooms. It is possible that your guestroom and courses will be located in a satellite property. We cannot make any guarantees that your guestroom or courses will be held in the primary Institute location, or that your guestroom and courses will be located in the same property.

Non-NeighborWorks[®] Network Organizations

Participants from non-network organizations are responsible for making their own lodging arrangements. A number of guestrooms are available for Institute participants on a first-come, first-served basis at the special institute rate. In order to secure the special rate, please mention that you are attending the “NeighborWorks[®] Training Institute” when you contact the hotel, and please make your reservation by the deadline noted.

If your course is cancelled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event the course you chose is cancelled, NeighborWorks[®] Training Institute is not liable to you for any obligation to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks[®] training event or other direct, indirect or consequential damages.

Scholarship Recipients

Refer to your award letter for terms and conditions.

Travel Policy:

Travel arrangements should not be made until you receive your confirmation letter. Classes begin promptly at 8:30 a.m. and conclude at 4:00 p.m. each day except on Friday when courses end at 2:30 p.m. Please make your travel arrangements immediately upon receipt of your confirmation letter. Please schedule your return travel for a time that allows you to fully complete your course – generally after 4:30pm. The delay in travel arrangements may increase the amount of the ticket.

NeighborWorks[®] Network Organizations

Travel by Air

Omega World Travel is the official travel agency of NeighborWorks[®] America. Once you receive your letter confirming your registration, call Omega at (877) 433-4134 or fax your information to Omega at (716) 626-1366 using the Air Travel Request Form found on the network members' site - <http://member.nw.org/login.asp>. Omega's business hours are Monday through Friday from 9:00 a.m. to 5:00 p.m. (Eastern Standard Time).

NeighborWorks[®] organizations and NTI faculty must use Omega. The Training Division will provide a confirmed NeighborWorks[®] registrants report to Omega Travel and pay for the cost of a government round-trip airfare for participants who are attending the NTI on a training slot. Tickets reserved through Omega will be charged directly to NeighborWorks[®] America.

Participants are required to fly on the airline that Omega chooses. Omega will book participants on the government contract carrier. The government contract carrier must be used (provided there is one) unless to do so would cause scheduling problems, such as excessive lay-over or inconvenient flight times, or result in additional travel costs (for lodging and meals, for example) not associated with the price of the ticket. Participants are not required to fly from the airport nearest their home if another airport in their vicinity would significantly lower their total travel expenses.

Most airlines and travel agents, including Omega, are now using electronic ticketing. Omega will indicate whether the participant is receiving an electronic ticket or mailing one to the participant within a week of their reservation provided that:

- your reservation is made before 2:00 p.m. eastern time;
- you have not requested an itinerary contrary to these guidelines;
- you have received a letter from the Training Division confirming your registration.

If you have not received your airline ticket or itinerary within two weeks after making

your reservation, call Omega. If you have a question about the ticket you received, please call the Training Division's meeting services manager at (800) 438-5547. Since Omega uses the electronic ticketing system, when it's available, be advised that you may have an electronic ticket reserved. Double-check with Omega before contacting the meeting services manager.

If you need to make a change once the ticket has been issued, call Omega directly to reserve another flight. If the change affects your arrival or departure date, call the meeting services manager in the Training Division. They will approve the change with Omega only if your itinerary is in line with your training schedule and meets the guidelines.

Participants are required to take the least expensive flight. Connecting flights may be required when it is less expensive than a direct flight. In order to use our limited budget to accommodate as many participants as possible, we must take advantage of the lowest available government airfares. We usually avoid supersaver and other discounted fares that are non-refundable and non-transferable and those that charge for itinerary changes.

Participants from NeighborWorks[®] organizations can make their own travel arrangements if they believe they can get a lower fare. Participants may do so by first purchasing the airline ticket and then submitting a travel reimbursement request form to NeighborWorks[®] America with a copy of the original ticket receipt after the event. NeighborWorks[®] America will reimburse the participant the amount up to what the ticket would have cost NeighborWorks[®] America. If the amount of the ticket is less, then the participant will receive the lesser amount. Reimbursements will be processed after the Institute.

Generally, your arrival to the NTI will be scheduled the day before your first course begins. Your return travel will be determined by the time your last course ends. If you cannot secure a flight to get you to your home airport by 11:00 p.m. local time, you may stay an additional night in the hotel at our expense. However, if you have requested a single room, the extra single-room per night-upgrade charge will be the responsibility of your organization (or you). If your flight gets you to your home airport before 11:00 p.m. local time, and you still want to stay the additional night in the hotel, you will need to contact the hotel and make arrangements to extend your stay and notify the hotel that you will pay for that extra night.

Omega has been advised not to make any return travel beyond the Saturday following the NTI. If you plan to travel outside of this schedule, you will need to make separate travel arrangements and are solely responsible for your expenses. In

addition, please note that Omega has been advised not to make any multiple-destination travel reservations. Omega can only fly you from your home to the Institute and back to your home. We cannot allow you to extend your flight prior to or after the Institute for personal pleasures such as vacations. If you need to deviate from this policy you must contact us and we may give you approval to purchase your own ticket and we would reimburse you the amount up to what the ticket would have cost us for your travel related to the NTI.

If you are replacing someone approved to attend the training institute, contact the Training Division at (800) 438-5547. Participant substitution requests will be accepted up to three weeks prior to the event.

Please mail any unused tickets along with a receipt (and a brief note) to:
NeighborWorks[®] America, Attention: Financial Analyst, Training Division, 1325 G Street, NW, Suite 800, Washington, DC 20005.

The government airfare is only available for training participants attending the training event. Family members and/or friends of training participants are not eligible to receive government travel fares.

We encourage you to send any written compliment or complaint regarding Omega to the Training Division's meeting services manager. Describe the incident or issue as clearly as you can, giving dates, names, disputed fares, itineraries, and any other relevant information. This will help us work with Omega.

Travel by Automobile

Driving in lieu of flying is permitted; however, you must contact the meeting services manager at (800) 438-5547 or nti@nw.org for prior authorization. Permitted reimbursable expenses include parking, tolls and mileage up to the cost of the round-trip government airfare. NeighborWorks[®] America will reimburse you at the prevailing IRS rate. If you do not notify us before the Institute, you may not be reimbursed. Carpooling is encouraged and rental of a vehicle if your team is coming together may be reimbursable. If carpooling, the list of all registered participants in the carpool must be included with the reimbursement request. Please stop by the NeighborWorks[®] Training Institute office while on-site to pick up a NeighborWorks[®] America Non-Staff Expense Form.

Travel by Train

Train tickets must be requested on Monday through Friday and at least 72 hours prior to departure. This will allow tickets to arrive to the participant in a timely manner. Tickets are delivered overnight and must be sent to a physical address. The carrier is unable to deliver tickets to a post office box.

Non-NeighborWorks® Network Organizations

Participants are responsible for making their own travel arrangements. If your course is cancelled, you may choose another course or request a tuition refund. Other than refunding your tuition in the event the course you chose is cancelled, NeighborWorks® Training Institute is not obligated to provide a refund for any travel and/or lodging costs associated with attending any NeighborWorks® training event or other direct, indirect or consequential damages.

If your travel question has not been addressed, please contact the meeting services manager at NeighborWorks® America, Training Division, 1325 G Street NW, Suite 800, Washington, DC 20005, (800) 438-5547—telephone or (202) 376-2168—fax or e-mail at nti@nw.org.

Scholarship Recipients

Refer to your award letter for terms and conditions.

Comments, Questions and Suggestions:

If you have questions or opinions about any aspect of your NeighborWorks® Training Institute experience, please call us at (800) 438-5547 or (202) 220-2454, or e-mail us at nti@nw.org.

You can also write to us at NeighborWorks® America, Training Division, 1325 G Street NW, Suite 800, Washington, DC 20005, ATTN: Customer Response.

Your opinions are important to us!