



# The Nonprofit Partnership's Virtual Programming Attendance Policy

As of June 1, 2021, The Nonprofit Partnership is instituting an attendance policy for virtual programming.

**If you register for a free virtual program, do not attend, and do not cancel your registration at least 24 hours in advance of the program, you will be issued an invoice for \$15.00.**

This policy is effective for all virtual programs taking place on or after June 1, 2021, regardless of the date you registered for the program.

If you do not consent to this policy, you must cancel your registration for the applicable programs by following the steps below.

## ***How do I cancel a registration?***

To cancel a registration, send an email to [info@yournpp.org](mailto:info@yournpp.org), subject line "Cancellation: [Program Name], [Program Date]" with the reason for your cancellation in the body of the email.

## ***What if I want to attend a program, but I have a conflict?***

You can request a recording of the program on our [Request Recording Access](#) page. If a program was recorded, it will be listed within approximately five business days. Not all programs will be recorded. If you have questions, email [info@yournpp.org](mailto:info@yournpp.org).

## ***Why does this attendance policy exist?***

Virtual programming is a new experience for many of us and presents many opportunities -- and challenges. The ease of registration and the distractions of a virtual environment can lead to an increase in no-show rates for online programs. It is important for NPP, and the speakers that provide these free sessions, to know who and how many individuals will be in attendance in order to plan for the most effective and engaging programs. In addition, some of our free programs have limits on attendance which means that those who don't show are often taking an opportunity away from someone who would like to participate. In order to continue to offer high-quality, **free** programming for our members, we need to ensure we can obtain accurate registration information.