

ACA Webinar Terms and Conditions

What do I need to complete an ACA webinar?

You will need a computer with an internet connection which meets the minimum system requirements. You will also need access to a phone and the ability to make a conference call.

What are the optimal system requirements for taking ACA's webinar?

Operating Systems: MAC and PC

Browsers: IE6 or higher, Mozilla Firefox 2 or higher, Safari 3 or higher

Flash Player: Works with older versions, but preferable that it be version 9.

For Webinars: If you have never attended a ReadyTalk meeting before:

Test your connection: <http://test.readytalk.com/>

For technical support: U.S. and Canada: 800.843.9166 or *E-mail:* help@readytalk.com

How do I register and take a webinar from ACA?

Go to the ACA e-Institute home page www.ACAcamps.org/einstitute and choose the desired webinar from the course catalog. This will take you to a page with additional details and purchase information. You may register and pay by selecting the "purchase this webinar now" link. This will take you to the "ACA Customer Service Center" where you will log-in using your ACA member number and password or create an account as a guest.

The Customer Service Center will then display the webinar information for your selection; be sure to read the terms and conditions detailed in the description. Then, add the course to your shopping cart. You may continue shopping for additional offerings or proceed to the checkout.

How do I pay for my ACA online resource purchases?

To pay by credit card: Once you proceed to the checkout, you will have the option of paying with a Visa, Master Card, or Discover credit/debit card using a SSL certified process.

To pay by check: Print a copy of the checkout page, with your chosen items, and mail your checkout form and payment to:

American Camp Association

5000 State Road 67 North

Martinsville, IN 46151

You will receive your confirmation information to access your webinar as soon as we receive your payment. Be sure to order far enough in advance to allow for possible mail delays.

To pay with a Purchase Order:

Corporate or municipal purchase orders will be accepted. Please e-mail our Customer Service department at customerservice@ACAcamps.org for assistance. Be sure to allow enough time for funds to arrive to enable enrollment into the webinar. Funds must be received prior to event.

Please include the following information:

- Bill To / Ship To address

- Contact phone number
- Contact email address

How do I get support if I need assistance?

ACA Customer Service Center offers support by toll-free phone email and from 9am – 4pm EST.

E-mail – You can contact ACA’s e-Institute at any time for technical support and payment inquiries using the following email address: customerservice@ACAcamps.org E-mails are answered during regular business hours (above).

Phone – During business hours (above), you may reach a live person to assist you at 800-428-2267

Refund/Return Policy

All sales are final. No refunds will be made for “No Shows” (a “No Show” is a person who registers for a webinar but who does not cancel registration or attend the event).

If ACA needs to cancel a webinar, ACA may elect to offer transfer of registration to another webinar, provided such a program is scheduled and space is available.

If ACA determines that a participant must be removed from the webinar/workshop/conference for inappropriate or illegal conduct, ACA will not provide a full refund of workshop/conference funds.

ACA is not responsible for typographic errors.

ACA reserves the right to change the terms and conditions of sale at any time.