american CAMP association®

ACA Webinar Terms and Conditions and System Requirements

What do I need to complete an ACA webinar?
- We use Zoom© for all ACA Webinars.
- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth

What are the optimal system requirements for taking an ACA webinar?
Supported Operating Systems:
- Mac OS X with MacOS 10.7 or later
- Windows 10
- Windows 8 or 8.1
- Windows 7
- Windows Vista with SP1 or later
- Windows XP with SP3 or later
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- ArchLinux (64-bit only)

Supported Tablet and Mobile Devices:
- Surface PRO 2 running Win 8.1
- Surface PRO 3 running Win 10
- iOS and Android devices
- Blackberry devices

Supported Browsers:
- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Bandwidth Requirements
The bandwidth used by Zoom will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G, WiFi or Wired environments.

Recommended bandwidth for Webinar Attendees:
- For 1:1 video calling: 600kbps (down) for high quality video and 1.2 Mbps (down) for HD video
- For screen sharing only (no video thumbnail): 50-75kbps (down)
- For screen sharing with video thumbnail: 50-150kbps (down)

- For audio VoiP: 60-80kbps (down)

How do I register and take a webinar from ACA?
Go to the ACA Online Courses and Webinars page http://www.acacamps.org/online-courses-webinars
and choose the desired webinar from the Upcoming Live Webinars 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 ID 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.
Phone – During business hours (above), you may reach a live person to assist you at 800-428-2267
E-mail – You can contact ACA's Professional Development Center 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).

Disclaimer

Educational content available through ACA's professional development center is provided by many different people. Unless otherwise noted, information and opinions expressed by professional development center subject matter experts may not represent official statements or views of the American Camp Association. While we make every attempt to provide cutting-edge content, we recognize how rapidly our industry is changing. If you are aware of more current information about a specific subject, we would be pleased if you brought it to our attention by contacting us at pdc@acacamps.org .

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.