General Online Payment Policies

OCTM Return/Refund Policy
OCTM membership and conference/professional learning experiences are intangible and thus not returnable. However, see the Conference/Event Registration Policies below for information about how to obtain refunds prior to events. If you wish a refund of OCTM membership dues, a request must be submitted by e-mail within three days of payment to the OCTM Executive Director at kim.yoak@ohioctm.org. After three days, all membership payments are non-refundable unless they are paid directly as part of event registration (see below).

Methods of Payment
OCTM accepts checks (make payable to OCTM in $USD), purchase orders, money orders, and credit cards (Visa, MasterCard, American Express, or Discover).

Purchase Orders
If you need to pay membership dues or event registration using a purchase order, please send a scanned copy of the completed membership application or event registration form, along with your signed purchase order, to the contact e-mail address or mailing address listed on the form. Note that this contact e-mail or mailing address may vary depending on the event; please read the form carefully.

Order Confirmation
Your online order will be acknowledged by electronic mail. Included in this message will be the estimated cost of the order. Please be sure to include a correct e-mail address, or you will not receive a confirmation.

Sales Tax
OCTM is a non-profit 501(c)(3) organization and thus does not pay or charge sales tax.

Shipping & Handling
OCTM has no shipping and handling charges. Membership cards will be sent in U.S. Mail to the address that you provide. Most event materials will be provided at the event in person
or before the event via e-mail. Other documents related to membership or event registration may be sent to your mailing address or e-mail address.

**Cancelling Orders**
If you must cancel an order, please notify Kim Yoak at kim.yoak@ohioctm.org or by phone (330) 606-3224 as soon as possible. Please include your name, the specifics of your order (e.g., membership dues, event registration), phone number, and email address where you can be reached. Note that we cannot guarantee cancellation of an order once it is entered into our system, but if the payment is processed, we can refund your payment within certain parameters (see the OCTM Return/Refund policy above).

**Do you have an order form I can print out to mail or fax in?**
If you need to register for membership or an event without using our web order option, please send a scanned copy of the completed membership application or event registration form, along with credit information as indicated on the form, or a check or signed purchase order made out as shown on the form, to the contact e-mail address or mailing address listed on the form. Note that this contact e-mail or mailing address may vary depending on the event; please read the form carefully.

**Secure website confirmation**
See the Authorize.net Verified Merchant Seal on this site.

**Conference/Event Registration Policies**

**Can I register a group?**
No. All participants must register individually. However, we can accept payment for multiple participants at once via check or purchase order; please read the payment information for the specific event for where to send the check or purchase order.

**Do you offer group discounts?**
No.
How do I register if I am a speaker at the annual conference?
Lead speakers may register as lead speakers on the event registration website, and your registration for conference will waived. Your status as a lead speaker will be verified by our Conference Coordinator once you have registered.

Are there alternatives to online registration and/or payment?
Registration and payment are also available by mail or email. OCTM accepts Visa, MasterCard, American Express, Discover, checks, money orders, and purchase orders. All payments must be submitted in U.S. dollars and drawn on U.S. bank accounts, money orders, or credit cards. Credit card payments will be subject to the appropriate exchange rate. Please send a scanned copy of the completed event registration form, along with credit information as indicated on the form, or a check or signed purchase order made out as shown on the form, to the contact e-mail address or mailing address listed on the form. Note that this contact e-mail or mailing address may vary depending on the event; please read the form carefully.

If you have questions or would like to register by phone, please call the contact person listed for registration for this event on the website or registration form. Please leave a voicemail with your contact information if your call is not answered right away.

What if I am not already an OCTM member?
Non-member conference registration includes a one-year membership to OCTM. Please see details with conference registration information.

How do I qualify for student rates?
Students will need to provide their advisor’s name and email address to qualify for the student rate.

How do I cancel a registration? Do I get a refund if I cancel my registration?
◦ Cancellation requests must be received in writing by the event registration contact, at least three weeks before the start of the event. When a request is received before this time, OCTM will issue a full refund minus a 10% cancellation fee.
◦ Refunds will not be granted if requests are received within three weeks prior to the event.
Memberships that are received as part of non-member (with membership) registrations will be cancelled with cancelled registrations.

Substitutions will be accepted via email, letter, and onsite registration. Substitutes must submit a letter explaining who they are substituting and must return the original attendee’s badge. Non-members substituting for members will be charged the current non-member registration rate. In addition, no discount will be given for members substituting for non-members.

Refunds will be issued within eight weeks after the event.

**How do I register if I am exhibitor booth personnel?**

Exhibitors should work with Mark Jaffee, our Conference Coordinator, to register. Contact Mark at mark.jaffee@ohioctm.org.

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◦ Attempt to probe, scan, or test the vulnerability of a system or network or to breach security or authentication measures without proper authorization.
◦ Attempt to interfere with service to any user, host, or network, including, without limitation, submitting a virus to OCTM websites, overloading, “flooding,” ”spamming,” ”mail bombing,” ”crashing” or anything of such nature.
◦ Send unsolicited email, including promotions or advertising of products or services, to email addresses accessed through the sites.
◦ Forge any TCP/IP packet header or any part of the header information in any email or newsgroup posting.
◦ Use any device, software, or routine to interfere or attempt to interfere with the proper working of OCTM websites or any activity conducted on these sites.
◦ Use or attempt to use any engine, software, tool, agent, or other device or mechanism (including, without limitation, browsers, spiders, robots, avatars, or intelligent agents) to navigate through or search these websites.

Any action that imposes an unreasonable or disproportionately large load on OCTM infrastructure is prohibited.

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The Ohio Council of Teachers of Mathematics (“OCTM”) has created this privacy policy to demonstrate our firm commitment to privacy. The following discloses our information gathering and dissemination practices for ohioctm.org and all other OCTM-affiliated websites and Web and mobile applications (collectively, “OCTM websites”).

General Principles
◦ We only use information collected on OCTM websites for OCTM purposes.
◦ We deploy technology to protect the information you send us.
◦ Cookies are used to keep track of information to allow a better user experience and this information is kept confidential within OCTM.

Content and Applications for School-Aged Children
If you are under 13, please have your parents/guardians read this policy and approve your use of the OCTM website or application. If you are under 13 and you participate in services requiring account registration, please have your teacher or parent register you for participation. When registering for an account for a Web or mobile application, we ask for a limited amount of personal information (such as your email address and an account password) to save and track your progress within the application. For OCTM websites and applications intended primarily for school-aged children, we do not ask for names or addresses and strongly encourage use of a screen name that does not reveal any information about identity or location.
OCTM Conference Registration
OCTM websites use forms for members and other users to request information, products, and services and to register online for various programs, including conferences. We collect visitors’ contact information (such as email addresses), financial information (such as accounts or credit card numbers), and demographic information (such as zip code, age, or income level). Contact information from order forms or surveys is used to send orders and information about OCTM to our members and other customers and to analyze website use. Financial information that is collected is used to check the users’ qualifications and bill the user for products and services.
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