



This document summarizes the ICE conference details and our new payment options

## **2018 ICE Conference Registration**

Your registration fee includes all ICE conference related meals, reception and associated events. Optional events are described and additional charges are noted on the conference registration form. Travel and hotel accommodations and related charges are not included and are your personal responsibility.

## **Conference Attire—Business Casual**

ICE conference attendees are requested to wear business casual attire (no jeans or shorts please) to all core business agenda segments as well as conference related networking receptions, dinners, and social activities unless specified below.

Events when relaxed attire is permitted (nice shorts, dress jeans, collared shirts for men, etc.):

- Monday's First Timers Breakfast (attendance by special invitation only)
- Monday's Welcome Lunch, Keynote Address
- Monday's Kick-off Reception and Monuments tour
- Wednesday's Core Business Segment

## **Non-employee Guest**

Attendees and exhibitors may bring one non-employee guest to the following events: TopGolf or the Smithsonian National Portrait Gallery Excursion (concurrent events), the kick-off reception & dinner. You may register your guest for these events at an additional cost that is detailed in each event description.



## **Conference Sign-In**

All conference attendees, exhibitors, and sponsors must sign-in with ICE to pick up your conference nametag, gift and other important items. Sign-in is located in the Magnolia Foyer where members of the ICE Planning Committee eagerly await your arrival. Support for downloading and using the conference app will be available. Please remember to bring your app store login information.

Registration is available during the following hours: Sunday October 21, 8:00 AM–10:00 AM and 5:30 PM–6:30 PM Monday, October 22, 8:00 AM–10:00 AM and 1:30 PM–2:00 PM.

## **Conference Cancellation**

In the unlikely event that the ICE conference or conference event is canceled for any reason, registered attendees will be offered a refund of any registration fee incurred by the attendee or their guest for the conference or conference event. ICE's responsibility to any registered attendee or guest in the event of cancellation is limited solely to a refund of registration fees already paid; ICE will have no further obligation to the registrant to reimburse or refund any other fee, cost or obligation of any type, whether monetary or otherwise.

## **Attendee Cancellation and Event Changes**

A refund, less a \$100 administrative fee, will be returned for conference registrations, providing the request for cancellation is received in writing by September 1st. All notices and requests for refunds must be directed to the ICE Treasurer at [treasurer@theicesite.com](mailto:treasurer@theicesite.com). Registrants may substitute conference attendees or event attendees up to the time of the conference or event as desired.



You may cancel participation in a conference event (TopGolf, Portrait Gallery Tour, Kick-Off Reception and Monuments Tour) for yourself or a guest with a full refund up until October 5. After that date, we are unable to refund any money unless a substitute is available on a waitlist. If you need to make a change and the current date is before October 6, 2018, please send an email to [devin.castles@gmail.com](mailto:devin.castles@gmail.com) describing your change request.

### **NOTE: OUR PAYMENT METHODS HAVE CHANGED**

ICE now accepts American Express, Discover, MasterCard and Visa credit cards. You can also pay via ACH or check. The website payment screen will provide additional details.

#### **Pay by Check**

Make check payable to: **"Insurance Collection Executives"**

Mail check to:

**Insurance Collection Executives**

**P.O. Box 734186**

**Dallas, TX 75373-4186**

#### **ACH Payments**

If you would like to pay by ACH, please select "check" as your payment option, and contact [treasurer@theicesite.com](mailto:treasurer@theicesite.com) before submitting your ACH payment. Please also email notice when payment is issued to: [treasurer@theicesite.com](mailto:treasurer@theicesite.com).



### **W-9 & Federal ID**

A copy of ICE's W-9 is available for downloading at: [W-9](#). ICE's Federal Identification Number is: 20-2823015.

### **Mixing Business & Personal Payments**

At times attendees want to pay for conference registration with a business credit card or check and pay for a guest or event with a personal check or credit card. This transaction is supported by making a partial payment. Make your first payment, the website will credit the paid amount and prompt for the remaining balance the next time you login to the website. All conference balances must be paid by October 19, 2018.

### **Questions?**

Contact Ken Godfrey at (707) 780-8416 PDT, or email him at [Ken@theicesite.com](mailto:Ken@theicesite.com).