



600 Henley Street, Ste 212, Knoxville, TN 37901
Phone (865) 974-0280 or Fax (865) 974-0264

REGISTRATION SERVICES

Pre-Registration Services

- Act as a customer service friendly informational resource for all types of questions from your potential attendees
- Consult with client regarding registration form set-up and design
- Communicate with participants via email; send reminders, urgent announcements and updates quickly & easily
- Set-up and host the online registration database/website on secure server
- Participants can register at their convenience, 24 hours a day: UT Conferences will accept and process registrations via US Mail, Courier Services, Fax or by Phone and On-line Internet Web Registrations
- Process checks, credit cards (Visa, MasterCard, Discover, or American Express) or purchase orders
- Provide detailed participant receipt for payments.
- Issue refunds and credits
- Transfer, substitute and cancel participants
- Track special requirements like food allergies or other needs
- Provide specialized ticketing for events
- Provide customized email confirmations
- Provide customized mailed confirmations
- Provide custom name badges with your conference logo and/or design name tags (standard vinyl badge/clip or elastic cord badge)
- Provide session rosters
- Collect fees and manage all account receivables
- Provide a link to the client management website to print, view or email conference reports
- Provide current financial and registration reports at needed
- Provide detailed final revenue report
- Provide custom reports based on program specifications
- Provide final registration data in export excel format
- Provide client with appropriate registration materials if on-site registration service is not required. Includes check-in roster, supplies, walk-in registration forms all pre-registered badges.
- Prepare one disbursement of revenue to client before the conference start date and retain estimate of Conferences expenses.



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On-Site Registration Services

If on-site registration services are needed, our staff will:

- Transport all pre-registration materials to meeting facility
- Set-up registration area
- Review/train volunteers on registration procedures
- Welcome attendees, speakers, exhibitors, etc. and act as an informational resource area
- Handle processing on-site registrations
- Accept payments by cash, check, credit cards (Visa, MasterCard, Discover or American Express) and purchase order number
- Provide receipts
- Provide computerized name badge production
- Distribute handouts, folders, binders or other materials

Compensation for Registration Service:

- Registration Processing Fee \$10.50 per person (with UT Onsite Registration Staff)
- Registration Processing Fee \$9.50 per person (without UT Onsite Registration Staff)
- Registration Processing Fee \$8.00 per person (Client provides their own onsite staff and badges).
- Badge Only Fee \$3.00 per badge (unregistered guests)
- Registration Processing Fee for Cancellation Refund per person \$18.00.
- Program Initiation Fee \$350.00. (Includes basic online basic registration website set-up).
- Collect and pay appropriate Sales Tax from conference revenue for conference luncheons, tours, etc.
- Reimburse for cost of name badge supplies, lanyards, printing and shipping for special order badges. 3 x 4 vinyl badge included in \$10.50 fee.
- 15% Fee on total expense for special orders, supplies, tickets and printing of hand-outs.
- Credit Card Processing Fee of 3.00%.
- All travel costs (mileage, hotel & meals) per person/staff working onsite registration services. Will follow state guidelines.
- One hour staff time for every 20 people registered at the \$10.50 rate above will be credited to final onsite staff charge. Any additional staff hours needed onsite would be billed at \$25.00 per hour, per staff. (Example: If the meeting has 300 people registered, divide 300 by 20 and the client will be credited for 15 total staff hours for onsite assistance.)
- Packet preparation fee at \$12.00 per hour.

Compensation for additional Conference Website and Design:

- Website Hosting Fee \$400.00 per 6 months of hosting.
- Custom Website Development Fee \$100 per hour with 2 hour minimum billed by the half hour.
- Website Updating Fee \$60 per hour billed by the half hour.