

# Registration – Dealing With Difficult Clients & Team Members



**BY FAX**  
303-670-3899  
24 Hours a Day



**BY PHONE**  
303-674-8169  
8am – 6pm MST



**BY MAIL**  
VMC, Inc.  
30792 Southview Dr, Ste 200  
Evergreen, CO 80439

- 2/8/12 – San Diego, CA
- 2/29/12 – Charleston, SC
- 5/1/12 – Lexington, KY
- 5/3/12 – Milwaukee, WI
- 6/5/12 – Dallas, TX

- 6/7/12 – Portland, OR
- 9/25/12 – Detroit, MI
- 9/27/12 – Iselin, NJ
- 12/5/12 – Phoenix, AZ

Practice Name \_\_\_\_\_

Contact Person \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email Address \_\_\_\_\_

# of persons attending seminar: \_\_\_\_\_  
x \$199 US per person = \$ \_\_\_\_\_

**Note – 20% Discount for 5 or More Attendees:**

# of persons attending seminar: \_\_\_\_\_  
x \$159 US per person = \$ \_\_\_\_\_

Enclosed Check Number: \_\_\_\_\_

VISA    MasterCard    American Express

Card Number \_\_\_\_\_ Security Code \_\_\_\_\_

Exp. Date \_\_\_\_\_ Signature \_\_\_\_\_

Name on Card (Please print clearly) \_\_\_\_\_

**Tuition Fee**

The tuition fee is \$199 per person and \$159 per person for groups of 5 or more. This group rate cannot be combined with other discounts. Registration is limited and advanced registration is required. The fee includes all workbook materials, seminar instruction, continental breakfast and refreshment breaks. Please note that the registration fee does not include parking expenses. Tuition fee is in US Funds.

**Registration Confirmation**

Within 10 business days of registration, all registrants will receive a confirmation and receipt with specific event details.

**Hotel Information**

Please contact the hotel directly for specific location information and/or directions. Hotel contact information will be provided on your confirmation receipt.

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

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Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

Attendee Name \_\_\_\_\_ Title \_\_\_\_\_

**Cancellation Policy**

You may cancel your registration up to 10 business days before the seminar. Your registration fee will be refunded less a \$25.00 service charge. If you need to cancel fewer than 10 business days prior to the seminar, you may: 1) send a substitute from your practice, or 2) transfer your registration to another seminar of your choice within 24 months. If you fail to attend without advance notice, your tuition will be forfeit.

**Create a Team Approach**

In order to achieve maximum benefit from this seminar, it is suggested that all doctors, practice managers, technicians and assistants attend the meeting. Those attending will return from this seminar with a unified goal, motivated to enhance your practice's teamwork and productivity.

**Continuing Education Credits**

This course meets the requirements for 5.5 hours of continuing education credit for Veterinarians and Veterinary Technicians in jurisdictions which recognize AAVSB's RACE approval. Participants should be aware that some boards have limitations on the number of hours accepted in certain categories and/or restraints on certain methods of delivery of continuing education. (AAVSB RACE Provider #177)

**Daily Schedule**

Seminars are held from 9am to 4pm. Registration & continental breakfast begins at 8am. Due to the volume of material to be covered, the seminar will start promptly at 9am.