

# CampusMBA Policies

If you need additional information on any CampusMBA product or program or have questions regarding your order, call (800) 793-6222 (select option 3), Monday–Friday, 9:00 a.m.–5:00 p.m., ET.

## Five Easy Ways to Register

### CampusMBA Online

*(credit card only)*  
www.campusmba.org

### Fax CampusMBA

*(credit card only)*  
(202) 289-0671

### Mail CampusMBA

Payable to: Mortgage Bankers Association  
Mail to: Mortgage Bankers Association  
P.O. Box 10448  
Uniondale, New York 11555-0448

### EXPRESS Mail

Payable to: Mortgage Bankers Association  
Mail to: Citi  
1 RXR Plaza  
Lockbox Lower Level  
WLBX # 10448  
Attn: J Brady/N Richards  
Uniondale, NY 11555  
(800) 793-6222 (select option 3)

### Phone CampusMBA

*(credit card only)*  
(800) 793-6222 (select option 3)  
Monday–Friday  
9:00 a.m.–5:00 p.m., ET

## Accommodations

You are responsible for making your own travel and hotel arrangements.

Hotel telephone numbers and room rates are listed online for most events, allowing you to make your room arrangements in advance.

For updated accommodation information, visit [www.campusmba.org](http://www.campusmba.org).

## Substitutions/Transfers

Submit substitution requests by mail or by fax to “CampusMBA Registration Substitutions” and include a \$50 processing fee. Requests must be received 14 days prior to the start date. Onsite substitutions are not permitted.

Submit transfer requests by mail or by fax to “CampusMBA Registration Transfer.” Requests for location transfers must be received 14 days prior to the program start date. Transfers made within the 14 days will incur an additional \$600 transfer fee.

You may only transfer your enrollment one time.



**CampusMBA®**  
Training Center for Real Estate Finance

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## Cancellations and Refunds

Use the Cancellation and Refund form for cancellation requests. The refund schedule is as follows:

- Cancellations received 30 days before the event start date: Full refund minus \$50 processing fee and minus cost of materials sent will be issued
- Cancellations received between 8–29 days before the event start date: Refund of 50 percent of the registration fee
- Cancellations received 7 days or less before the event start date: No refunds

Substitution and cancellation forms can be found at [www.campusmba.org](http://www.campusmba.org).

## Program Cancellation

In the unlikely event of program cancellation, CampusMBA will refund 100 percent of registration fees paid. CampusMBA assumes no liability for any penalty fees on airline tickets, deposits for hotel accommodations or any other fees, charges, penalties or other incidental costs that a registrant might incur as a consequence of a program cancellation.

## Distance-Learning Transfers, Cancellations and Extensions

### Course Transfers

A course transfer (for Web-based, print-based and CD-ROM courses) is available if the student currently enrolled in the course has not completed any quizzes or submitted the examination for grading. Requests for transfers must be submitted in writing by mail or by fax and include a \$50 transfer fee. Registration information (name and address) for the student originally enrolled in the course, and for the new student, must be provided.

### Course Cancellations

A Web-based course can be cancelled within 30 days of enrollment if the student has not completed any quizzes or submitted the examination for grading. Requests for cancellation must be submitted in writing by mail or fax and include a \$50 cancellation fee.

## Course Deadline Extension

A student may request a one-time (30-day) course deadline extension. The request must be submitted by mail or by fax and must include a \$50 extension fee. The 30-day extension begins from the original deadline date. No additional extensions will be granted.

Transfer and course extension forms can be found at [www.campusmba.org](http://www.campusmba.org).

## Product Returns

If a print-based course or publication does not meet your expectations, return it in its original condition within 30 days of the shipment date to:

CampusMBA  
1717 Rhode Island Avenue, NW, Suite 400  
Washington, DC 20036  
(800) 793-6222 (select option 3)

CampusMBA will refund the value of the print-based course, Web-based course or publication and any taxes you were charged. Audio programs and CD-ROM courses are not refundable.

## Overpayment of Shipping

No shipping fee is required for distance learning course numbers ending in WC-W. Payment made by credit card will be automatically adjusted. Payments made by check will not be refunded.

## CampusMBA Contacts

Visit [www.campusmba.org](http://www.campusmba.org), call (800) 793-6222 (select option 3), fax (202) 289-0671 or email [campusmbaeducation@mortgagebankers.org](mailto:campusmbaeducation@mortgagebankers.org).

# CampusMBA Policies: Shipping and Travel Information

Individual registration/order forms are provided for the variety of products and services. Please read the title of each form to identify the appropriate order form or application.

## Shipping Information

### Shipping Charges

MERCHANDISE TOTAL	ADD
<i>Note: No shipping fee for course numbers ending in WC-W.</i>	
Up to \$25	\$4.95
\$25.01–\$50	\$7.95
\$50.01–\$100	\$11.95
\$100.01–\$150	\$14.95
\$150.01–\$200	\$17.95
\$200.01–\$300	\$20.95
\$300.01–\$400	\$22.95
More than \$400	\$28.00
Actual shipping fees are charged for packages over 30 lbs. Overnight shipping (ordered by 11:00 a.m., ET) \$21 additional fee. Overnight shipping fees for packages over 30 lbs. will be charged actual shipping charges.	

### Overnight Shipping

CampusMBA offers UPS overnight service in the continental United States for an additional \$21 fee plus the regular shipping and handling charges (see chart). On most orders received by 11:00 a.m., ET, shipment will be the same day (depending on availability of items ordered). Packages over 30 pounds will be charged actual shipping charges. This service is available for credit card orders only.

### International Orders

Orders to be shipped outside the continental United States and to foreign countries will be billed for the actual postage charge, depending on the form of shipment. Please contact Customer Service at (800) 793-6222 (select option 3), Monday–Friday, 9:00 a.m.–5:00 p.m., ET, for specific details, or fax your order for a price quote to (202) 289-0671.

## Travel Discounts

### MBA Offers Travel Discounts For Members

Please contact Travel Incorporated, MBA's official travel agency, to take advantage of special discounts on airfare and car rentals. You can make your travel arrangements Monday–Friday, 24 hours a day. To contact Travel Incorporated, call (800) 524-3002. A proposed schedule will be sent to you immediately. Reservations will include 5–10 percent savings, depending on the destination and meeting. You may also call our official air carriers and car rental agencies directly.

If you do not use Travel Incorporated, please use the codes provided when making your travel arrangements to ensure that you receive the appropriate discounts.

### Airfare Discounts

Please ask your travel or airline agent to use the following airline code when making your MBA travel arrangements. Using the appropriate airline code will ensure discount savings for you and help MBA track its airline volume.

**American:** (800) 433-1790;  
Airline Code number: Index 20340

### Rental Car Discounts

MBA members can obtain discounts by contacting the car rental agency directly and providing the identification number.

**Avis:** [www.avis.com](http://www.avis.com); (800) 831-8000  
Avis Worldwide Discount number: A369400

**Budget:** [www.budget.com](http://www.budget.com); (800) 527-0700;  
Budget Discount number: T495200

**Hertz:** [www.hertz.com](http://www.hertz.com); (800) 654-2200  
Hertz Discount number: 316138