

82nd Annual Convention

March 1-3, 2020 ♦ Gaylord Palms Resort and Convention Center ♦ Kissimmee, Florida

Registration Policies and Procedures

Eligibility Policy

You must be 16 years of age or older and registered to attend or participate in a TCA social or business event. Individuals under 16 years of age will not be admitted to any meetings or events. If it is determined that your company is not a member in good standing, you will be charged the nonmember rate. All registrations are reviewed to ensure they meet these TCA eligibility policies. TCA reserved the right to refuse, adjust or cancel all ineligible registrations at any time and shall not be held accountable for any outside fees associated with cancellation.

Discounts Policy

Discount codes cannot be applied to already reduced/discounted registrations. All other registrations are limited to (1) discount code per qualifying registration.

Payment Policy

Payment in full is required in order to process registrations. We welcome payment in the form of checks payable to Truckload Carriers Association, and we accept all major credit cards including Visa, MasterCard, Discover and American Express.

Cancellation and Substitution Policy

All cancellation notices must be made in writing (no exceptions). For cancellations received no later than February 3, 2020, refunds of registration fees less a \$100 processing fee will be issued. For cancellations received after February 3, 2020 and on or before February 13, 2020, refunds of 50% of the registration fees and less a \$100 processing fee will be issued. No refunds will be made for registrations cancelled after February 13, 2020 or for those who are marked no-shows at the event. All requests for exceptions to the cancellation/refund policy above must be submitted in writing to [Kristen Bouchard](#) no later than March 3, 2020. After that, no refund considerations will be made. Refunds will be issued within two weeks of the conclusion of the meeting.

If TCA cancels the program for any reason, TCA's maximum liability is a full registration refund. TCA is not responsible for travel, hotel, or other expenses.

Substitutions will be accepted at any time. Please email requests for substitutions to [Kristen Bouchard](#). Badge sharing and splitting is strictly prohibited.

Consent Clause

Registration and attendance at or participation in TCA meetings and other activities constitutes an agreement by the registrant to TCA's use and distribution (both now and in the future) of the registrant or attendee's, email address, image or voice in photographs, video tapes, electronic reproductions and audiotapes by TCA.

Special Accommodations

If you require special accommodations including dietary, mobility, etc. in order to participate, please note this during the online registration process or on your pdf registration form. You may also email a description of your needs to [Kristen Bouchard](#) and TCA will work to meet your needs.

Questions?

Email tca@truckload.org or call the TCA office at (703) 838-1950.