

# Frequently Asked Questions

## ***About this Event***

Cherish the Moments is a powerful retreat for married couples. Cherish the Moments 2 will be fun, informative, and moments to cherish for a lifetime.

### ***1. When and where will this retreat occur?***

Cherish the Moments 2 will occur on Thursday, Friday and Saturday November 5th - 7th 2020 at the Hyatt Regency Golf and Resort in Cambridge, MD.

### ***2. How do I register for the retreat?***

Cherish the Moments 2 registration and payment are available on only <https://www.cherishthemomentsretreat.com/>. The total price for this experience is **\$649.00 per couple – installment options are available**. You can pay via credit card or bank drafts.

### ***3. What's included in the registration fee?***

The registration fee is **PER COUPLE**. The registration fee includes hotel accommodations, all retreat sessions, meals (e.g. lunch in the hotel's hospitality suite on Thursday and Friday, breakfast on Friday morning, dinner Friday evening, and breakfast Saturday morning), and all workshop printing materials. And Moments to Cherish for a life – NO Charge!

### ***4. Why does my bank draft or credit card say United School Associates for this event?***

United School Associates is being used as a Third-Party Administrator (TPA) to collect funds for this event.

### ***5. Are hotel accommodations included in the fee?***

Yes, 2 nights, hotel accommodations are included in the registration fee.

### ***6. If I am unable to attend, can I receive a refund?***

Tickets are **NON REFUNDABLE**. However, tickets are transferable.

### ***7. Where can I find the full agenda for the retreat?***

**TBA:** The full agenda will be located on <https://www.cherishthemomentsretreat.com/>. For those who attended last year, this year's retreat will be *double the fun, double the excitement, double the entertainment, and double the knowledge*. We have also built in a significant amount of free time for couples to enjoy one another and the resort.

### ***8. Will childcare be provided?***

No childcare will be provided. The purpose of this retreat is to allow couples to focus on their marriage. We know that this will be a sacrifice. However, what you take away we pray will be a wonderful blessing to your marriage.

## **PAYMENT TERMS & CONDITIONS:**

- You will have the option of **1) paying the entire \$649.00 in full** or **2) paying this fee in installments.**

- If you choose to make your payment in installments, a initial payment is required for your purchase.
- There will be 8 installments of \$81.12. The registration deadline to begin the 8-installment option is **March 31, 2020**.
- **ALL SALES ARE FINAL. NO REFUNDS OR EXCHANGES. TRANSFERS ARE ALLOWED.**

#### **IMPORTANT TICKET INFO:**

- Once you make your payment, you will receive an order confirmation via email from **United Schools Associates (USA)**, which is a third-party administrative company who is handling all payments and donations for this retreat. Likewise, please know that any credit card or bank transaction(s) reflecting your payment(s) will be listed as *United Schools Associates*. USA can be reached at 844-872-4968.
- If you cannot make the retreat, feel free to bless another couple by transferring your registration. To make a transfer, please call **(301) 520-3329** for further directions.

#### **PAYMENT PLAN FAQ:**

##### **How do payment plans work?**

- There will be 8 installments of **\$81.12**. The registration deadline to begin the 8-installment option is **March 31, 2020**.
- If you would like to request a special payment arrangement (e.g. weekly, biweekly, etc.) please contact us directly: **(301) 520-3329**.
- Following the initial purchase of the payment installment, you agree have auto deduction from your designed account. After each installment is charged, you should receive a transaction item on your credit card or bank transaction statement listed as *United Schools Associates*.

##### **When is a payment installment due?**

- First installment is due no later than **March 31, 2020**. Afterwards you will have 7 remaining installments that will be due.

##### **I paid my prior installment, but I missed the most recent installment.**

- If a payment does not process, you will be notified, and the reprocessing of the failed payment will take place 7 days after the set auto-draft date. You may be charged an additional \$25 service fee.

##### **I have paid installments for this retreat, but cannot attend now. Can I get a refund?**

- **ALL SALES ARE FINAL, SO NO REFUND IS AVAILABLE.** However, you are welcome to transfer your completed installment plan to another couple. After you complete your payment plan, you can contact us directly, **(301) 520-3329**, to transfer your order to another couple.