



ONE REGISTRATION PAGE PER REGISTRANT  
PLEASE PRINT CLEARLY

Are You Listening? Using Customer Feedback to Grow Your Business  
Thursday September 16, 2010  
8:30 a.m. - 4:00 p.m.  
OCRI, Main Boardroom, 2625 Queensview Dr.  
Registration Form  
Fax to: 613-726-3444

OCRI Members  
\$295.00(plus 13% HST)

OCRI Non-members  
\$395.00(plus 13% HST)

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_ Email: \_\_\_\_\_

Please Indicate Method of Payment (OCRI HST # 122847510)

Cheque (payable to OCRI)       MASTERCARD       VISA       AMEX

Card Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Final Amount: \_\_\_\_\_

**Please forward your registration to:**  
Patricia Tippet, Conference Administrator  
OCRI  
200-2625 Queensview Dr.,  
Ottawa, ON K2B 8K2  
Ph: 613-828-6274 ext. 249  
Fax: 613-726-3444  
Email: ptippet@ocri.ca  
www.ocri.ca

**TO PAY BY CASH OR CHEQUE**  
A credit card or PO number must be given to hold your reservation.  
If payment has not been received within 15 days after the event, the credit card will be charged the full amount.

**Cancellation Policy**  
Only cancellations received in writing by email (ptippet@ocri.ca) or fax (613-726-3444) two working days prior to the event date will be refunded, less 10% administration fee. Substitutions are permitted and notification prior to the event date is appreciated.