



FREQUENTLY ASKED QUESTIONS

CAI ARIZONA MEMBERSHIP

Q. What are the benefits of being a CAI Arizona chapter member?

A. CAI AZ chapter membership provides access to information on the trends in this rapidly changing industry—with practical knowledge, insights from leaders in the field, best practices, research, and tools you can, and will, use every day.

Q. How long does my CAI AZ chapter membership last?

A. CAI Memberships are on an anniversary renewal cycle not calendar. Which means your CAI AZ Membership renews at same time as you joined (or renewed) last year. Your CAI annual membership starts when you pay, and you get 12 months of membership for your dues.

Q. What type of CAI AZ Membership is right for me?

A. There are 5 types of CAI Memberships: Homeowner Leaders, Community Managers, Management Companies, Business Partners, and Students. For information on additional memberships, including Multi-Chapter, Public Official and National Corporate visit caionline.org/JoinNow.

Q. What type of CAI Membership do I have?

A. Contact CAI National regarding status of your membership. If you are unsure about the status of your membership or need to renew your membership, visit caionline.org/JoinNow for more information.

Q. How do I update my CAI Membership information?

A. CAI headquarters in Alexandria, VA receives and processes new member signups and renewals daily. CAI headquarter provides the Arizona Chapter with updated chapter membership information monthly. Any changes to CAI membership should be emailed to addresschanges@caionline.org.

CAI ARIZONA ANNUAL SPONSORSHIPS

Q. What is the difference between CAI AZ Membership and being a CAI AZ Annual Sponsor?

A. The CAI annual membership dues are paid to CAI National Headquarters. CAI AZ Annual Sponsors support the local chapter.

Q. How can becoming an Annual Sponsor benefit my business?

A. A CAI AZ annual sponsorship provide cost effective, guaranteed exposure. Including enhanced advertising placements, increased brand recognition and special acknowledgment on signage at events and CAI AZ Community Resource Magazine digital publication.

Q. Who can participate as an Annual Sponsor?

A. The annual sponsorship program offers our Business Partner and Management Company members exclusive perks and branding opportunities. Annual sponsorships sign-up/renewals begin in November through March.

Q. My CAI AZ Membership expired; can I still be an CAI AZ Annual Sponsor?

A. Annual Sponsors are required to maintain their chapter membership during the entire sponsorship year. Sponsors with expired CAI AZ membership's will lose all benefits of the CAI AZ annual sponsorship until their CAI AZ chapter membership is brought current. CAI AZ does not offer refunds on sponsorship registrations.

CAI-AZ.ORG ONLINE MEMBERSHIP ACCOUNT

Q. What is a cai-az.org online member account?

A. cai-az.org has numerous self-service options for members and contacts. The online member account allows for members to adjust their email preferences, access to event member pricing, ability to view all past and current event registrations, cancel registrations, access online member directory, and more!

Q. I am a member, how can I set up my cai-az.org online membership account?

A. All cai-az.org online membership accounts are set up internally by CAI AZ staff based on the information received by CAI National Headquarters. Information on how to set-up your cai-az.org online membership account is provided in the CAI AZ "Welcome" email sent with-in the first few weeks of joining the chapter.

CAI AZ MEMBER DIRECTORY VS CAI AZ ONLINE SERVICE PROVIDER LISTING

Q. What is the difference between my CAI AZ Membership Directory and the Online Service Provider Listing?

A. The CAI AZ membership directory is included with your CAI annual membership. You must be a current member of the CAI Arizona chapter to be included in, and to receive a copy of the CAI AZ membership directory.

The online service provider is a paid advertising opportunity for our members. The online directory is separate from your membership directory listing. Members and the public that visit our site will be able to view your listing.

CAI AZ CHAPTER EVENT REGISTRATIONS & PRICING

Q. I am a Non-Member, can I still attend CAI AZ events?

A. Yes! Non-Members can still participate at CAI AZ educational and networking events, unless otherwise stated. Non-members still need to register for the event on the cai-az.org website.

Q. I created a cai-az.org online account, but I cannot access my member pricing.

A. CAI AZ member pricing is only available when you are logged into your cai-az.org online member account.

Q. Does CAI AZ Chapter offer refunds on events?

A. Event refunds are only given outside of the 45-day window before the event. In case of an emergency or any other serious situation that would cause the business not to attend it is up to the discretion of the executive director to credit or refund the business.

A 15% reversal fee will be deducted from any event cancellation requests received outside the cancellation window per event requirements.

We encourage Business Partners, and Management Company, chapter members to assign one point of contact within the company to register for events. This helps avoid duplicated event registrations and ensures that important event information gets to the correct person.

Q. Can non-members of CAI participate in sponsoring CAI AZ events/functions?

A. Yes. Non-member pricing shall be an additional \$750 on every Chapter event/function sponsorship.

SUBSCRIBE TO RECEIVE CHAPTER EVENTS

Q. How can I subscribe to receive the latest chapter news and information?

A. Visit cai-az.org to input your email address or send an email to info@cai-az.org and request to be added. You can also create an cai-az.org customer account, creating a cai-az.org customer account provides you with the option to track any CAI AZ chapter events attended if needed for educational purposes.

Please Note: Subscribing to the CAI AZ chapter email blasts and/or creating a cai-az.org online customer account *does not* signify you have an active CAI AZ membership to receive member pricing.



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