

# Attendee Terms & Conditions

The following registration Terms and Conditions apply to all registrants. Even if you instruct someone else to log in to your account to complete your registration - it is your responsibility, as the registrant, to adhere to these Terms and Conditions. Please review them carefully.

## Reserving Conference Registration and Hotel Reservations

Registration and hotel reservations may be reserved and held without payment for a maximum of 30 days. At the conclusion of the 30-day grace period, all unpaid items will automatically expire and return to the inventory for others to purchase. Beginning January 9, 2025, all registrations and reservations must be paid in full at the time of selection. Conference items are only confirmed upon receipt of payment in full. Attendees agree to accept any additional terms and conditions as set forth by the online conference platform.

## Check Payments

Checks are accepted only as follows: Make check payable to ESEA Network, EIN 05-0487084. With check in hand, enter check details when paying an invoice. Send the check and the printable online cover sheet to the invoice address via a traceable, overnight delivery service for receipt prior to the invoice expiration date. Purchase orders are not an accepted form of payment.

## Credit Card Payments

All major credit cards are accepted for payment and are processed directly through the attendee Dashboard. Credit cards entered for payment are charged immediately; changing the form of payment will result in a \$75 administrative fee per affected invoice. Credit card statements will reflect a charge from "ESEA Network."

## Cancellations

Cancellations may be made at any time by submitting a cancellation request form, found in the attendee Dashboard. Telephone cancellations are not accepted.

## Refunds

All items cancelled by attendees may be eligible for a refund, based on the date of receipt of the completed cancellation form. Reducing nights of a hotel reservation is a cancellation of each reduced night and is subject to the same sliding-scale refund policy, as shown below.

- 100% if cancelled within 7 days of payment
- 90% if cancelled June 3, 2024 - October 21, 2024
- 75% if cancelled October 22, 2024 - November 21, 2024
- 50% if cancelled November 22, 2023 - December 21, 2024
- No refund if cancelled December 22, 2024 - February 21, 2025

*No exceptions are made to the refund policy including in the case of weather, travel delays, illness or family emergencies, or unexpected work obligations. Travel insurance is strongly recommended to protect your investment.*

## Hotels

Reservations at designated conference hotels are available on a first-come, first-served basis at specially negotiated conference rates only to registered attendees. Room rates are charged at a flat rate; all locally mandated taxes and fees have been paid in advance by the Conference and are not directly charged to attendees. All hotel reservations must be paid in full via the individual attendee account to be confirmed.

Changes to hotel reservations can only be accepted via the online hotel reservation adjustment form. A reduction in the number of nights of a hotel stay is a cancellation of each reduced night and refund policies apply to any paid reservations.

Hotel reservations may be moved from one conference property to another at any time, subject to availability. A \$35 change fee will apply to all reservation move requests received more than seven (7) calendar days after payment, in addition to any applicable rate differences between properties. Hotel prices are subject to change.

## Substitutions

Paid registrations may be transferred, at no cost, from one attendee to another at any time. To make a substitution, complete the online substitution form, available in the Conference section of the attendee Dashboard.

## Changing Registration

In-person and virtual registrations may be exchanged, from in-person to virtual or vice-versa, until February 18, 2025. Changes to registration must be requested in writing via the online registration change form, available in the Conference section of the attendee Dashboard. Cancelled hotel reservations resulting from a change from in-person to virtual registration are subject to the Conference sliding scale refund policy, without exception.

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## **Attendee Terms & Conditions (continued)**

### **Group Purchases**

Upon receipt of payment in full, a unique coupon code will be sent to the email address on file for the user account under which the purchase was made. This coupon will be valid for the number of registrations purchased and should be entered at checkout by each group member to claim one of the available registrations. Registrations may be activated at any time and must be claimed by January 29, 2025. Once a group registration has been purchased, additional discounted registrations can be added at any time through November 30, 2024. Registrations purchased at a group rate are subject to the same substitution, cancellation, and refund policies as all other registration types. Eligible refunds will be calculated based on the number of individual registrations cancelled, the number of claimed registrations, the date of receipt of the cancellation request, and the sliding-scale refund policy. It is the responsibility of the purchaser to ensure that the individual registrations are shared with the appropriate attendees. Unclaimed registrations are not eligible for refunds. Cancellation and refund requests must be submitted by the individual that made the initial purchase. Substitution requests must be submitted by individuals that have claimed registrations within the group.

### **Conference Conduct**

The National ESEA Conference is dedicated to providing an inclusive experience for all participants, regardless of race, religion, gender, gender identity, and expression, sexual orientation, ability, physical appearance, age, or other marginalized affiliation. While at the conference, whether attending in-person or virtually, all participants are expected to behave with common courtesy and civility; conduct themselves in a businesslike, ethical, and appropriate manner; and avoid engaging in or facilitating any discriminatory or harassing behavior.

### **Refusal of Service**

Should any participant violate these Terms (and/or any terms cross-referenced herein), Show Management has the right, in its sole discretion and at any time determined by Show Management, to cancel, revoke, or refuse all transactions with any individual or entity, including, without limitation, the following: credentials, purchases, and/or hotel reservations made through the event website.

### **Photography and Videography Consent**

By attending the Conference, you acknowledge and agree that Show Management reserves the right to take photographs and record video footage of the event, which may include images or recordings of you as an attendee. You grant Show Management and its affiliates the irrevocable right to use, reproduce, publish, and distribute these photographs and video recordings, in whole or in part, for promotional purposes in future publications, marketing materials, and other media formats without compensation or prior approval. You further waive any right to inspect or approve the finished product wherein your likeness appears.

### **Health and Safety**

Registrants acknowledge that in-person attendance at an event is completely voluntary. In exchange for being given the opportunity to register for and attend this event in person, registrants hereby waive any and all claims or causes of action against the National Association of ESEA State Program Administrators ("the Association"), Show Management, its contractors, or staff for any exposure to illness, or other harm that may result from registrants' in-person participation in this event. Registrants must be willing to adhere to any and all health and safety requirements in place at the time of the event as specified by the Association, Show Management, the host venue, or any governmental authority.

### **Virtual Event Conversion if Necessary**

Should public health guidance make in-person interaction unfeasible or unsafe, adjustment or elimination of the in-person event may become necessary. The health and safety of attendees, presenters, exhibitors, and staff is our highest priority, and Show Management reserves the right and sole discretion to switch to an entirely virtual event and if necessary, change the online platform at any time in the best interest of the Conference. By purchasing an in-person registration, attendees agree that should Show Management determine that circumstances require a shift to an entirely virtual conference, their registration will be automatically converted to a virtual registration of equal or greater value (as determined by Show Management). In such a case, the standard registration refund policy will remain unchanged, but every effort will be made to refund hotel reservation purchases that no longer apply.

### **Cancellation of Event**

In the unlikely event that the Conference is cancelled entirely (rather than being converted to a virtual event), Show Management will refund any registration and hotel reservation purchases in full, and this refund (if any) shall be the full extent of Show Management's liability arising out of such cancellation.

### **Terms and Conditions Amendments**

Any additional details not specifically covered by the Terms and Conditions contained herein shall be subject to the discretionary decision of Show Management. Any such changes, amendments, or additions shall be binding equally with the other Terms and Conditions contained herein.