



ASHRM Annual Conference Terms & Conditions

These terms and conditions (these “Terms”) govern your registration for and participation in the ASHRM Annual Conference (the “Event”) and are an agreement between American Society for Health Care Risk Management (“ASHRM,” “we,” “us” or “our”) and you. You, the registrant, represent to us that you are authorized to enter into these Terms.

EVENT

You may only register for and attend the Event in accordance with these Terms. To register for the Event, you must complete the Event registration process. Sharing your registration with another person(s) is a violation of the Code of Conduct and may result in termination of your access to the Event.

AGE LIMITATION

Attendees must be 18 years of age on the first day of the Event to attend this event and all related events.

CANCELLATION

Cancellation Policy

All cancellation and refund requests must be made in writing to ASHRM@aha.org. All refunds will be provided in the original form of payment after the Annual Conference concludes. Registration fees, less a \$100 cancellation fee, are refundable if written notice is emailed by the registrant before September 1st, 2023, at 4 p.m. CT. Following this date registration is non-refundable. Payment to join or renew ASHRM membership is non-refundable and nontransferable.

Pre-Conference Program Cancellation Policy

All cancellation and refund requests for the HRM Certificate Programs (Modules 1-3), CPHRM Prep Course and ERM Certificate Program must be made in writing to ASHRM@aha.org. All refunds will be provided in the original form of payment after the event concludes. Registration fees, less a \$100 cancellation fee, are refundable if written notice is received by email prior to September 1st, 2023, at 4 p.m. CT. Payment to join or renew ASHRM membership is non-refundable and nontransferable.

Patient Safety Certificate Program Cancellation Policy

Registration fees for the Patient Safety Certificate Program, less a \$100 cancellation fee, are refundable if written notice is received no later than September 1st, 2023 at 4 p.m. CT – this date is prior to the start of the self-study portion of the program.

Substitutions

Registrants unable to attend may send an alternate. If the alternate is not a member of ASHRM and the original registrant is a member, the nonmember differential must be paid. The deadline for substitutions is September 1st, 2023 at 4 p.m. CT.

SPECIAL ACCOMMODATIONS

If you require special accommodations, please contact ASHRM in advance at ASHRMEd@aha.org.

CONTACT INFORMATION

Contact ASHRM

Phone: (312) 422-3980

Email: ASHRM@aha.org

Online: [ASHRM.org/annual](https://www.ashrm.org/annual)

Communications Policy

Event registrants have the opportunity to opt-out of communications from the vendor community. Event mailing lists include names and preferred street mailing addresses. ASHRM does not release email addresses or telephone/fax numbers. Please note that many registrants use their home address as their preferred mailing address. Individuals who do not want their information included in the registrant mailing list must check the “Opt Out” box on the Event registration form.

Registrant name, title and organization may be visible as default profile fields in the Event platform, with options to share fewer or more fields at the registrant’s discretion.

ASHRM will not sell your registration contact information to any third-party solicitors. Sponsors receive a full list of all participants that visit their space, download assets, and a record of all booth chats. The list includes name, title, company and mailing address for those attendees that opt in to receive sponsor email communication.

COVID-19 CODE OF CONDUCT

Health care leaders work every day to ensure the safety of their patients and teams, and AHA prioritizes the same goal—your health and safety. The AHA continuously monitors local, state, and federal guidelines and determines safety protocols and requirements for all face-to-face events. Additional details on safety protocols will be provided closer to the start date of the ASHRM 2023 Annual Conference.

By registering, you acknowledge that you will follow the current health and safety protocols established by the AHA for the ASHRM 2023 Annual Conference and abide by the applicable CDC and local guidelines. Should you fail to observe any of our protocols, ASHRM may remove you from the Event without a refund.

PHOTOGRAPHY, AUDIO AND VIDEO RECORDING

By attending this Event, you acknowledge and agree that ASHRM has the right to use, reproduce,

broadcast, rebroadcast or incorporate in any manner whatsoever, all or any portion of photographs and or videos of you or your participation in the Event for use in marketing materials and/or training materials and for internal use ("Materials"). You irrevocably, grant, transfer and assign a nonexclusive, perpetual, worldwide, royalty free right and license to ASHRM, if any, in and to the Materials and all copyrights in the Materials arising in any jurisdiction throughout the world, including the right to register and sue to enforce such copyrights against infringers. You understand that the Materials may be substantially edited, altered, rearranged or modified. To the maximum extent permitted by law, you hereby waive any moral rights you may have in the Materials.

No individual or entity other than ASHRM may electronically record, copy (including screen grabs, livestreaming or recording from smartphones, iPads or other handheld devices) any portion of this program for any use without prior written consent from ASHRM.

CODE OF CONDUCT

We are committed to creating a safe environment that is inclusive and free from discrimination, regardless of race, religion, color, national origin, sexual orientation, gender expression or identity, transgender status, age, physical or cognitive ability, veteran or marital status or any other protected categories under applicable law.

All participants must abide by the following policy:

Expected Behavior

- Be considerate of those around you.
- Be respectful of others and viewpoints that may be different from your own.
- Be mindful of your words and actions.

Unacceptable Behavior

Unacceptable behaviors may include, but are not limited to:

- Offensive or unwanted behavior or language related to race, religion, color, national origin,
- sexual orientation, gender expression or identity, transgender status, age, physical or cognitive ability, veteran or marital status or any other protected categories under applicable law.
- Visual harassment, such as sexual images or sexual language at the Event, including presentations and slide decks.
- Intimidation or bullying, both online and/or in-person.
- Sharing your event registration or making event content available to an ASHRM competitor.
- Sharing your event registration with another person(s).
- Failure to follow any of the rules or regulations of the Event or instructions of the Event staff.
- Posting commercial or self-promotional messages of any kind except as approved through exhibit rules or with written permission from ASHRM.
- Engaging in sales or lead-generation of any kind except as approved through exhibit rules or with written permission from ASHRM.
- Fielding or promoting surveys of any kind without written permission from ASHRM.
- Promoting job openings without written permission from ASHRM.
- Discussing a topic or topics involving any possible anticompetitive practice, including but not limited to:
 - Prices, rates, discounts, or other price-related information;

- Salaries or other compensation information;
- Nonpublic plans for expansion (new facilities, new services);
- Specific customers or classes of customers, or whether you will or will not do business with them;
- Allocation of geographic or service markets;
- Any refusal to deal with a health plan, self-funded employer, or supplier;
- How to deal with the market behavior of a competitor.
- Any other illegal activity not already covered above.

Consequences of Unacceptable Behavior

Unacceptable behavior will not be tolerated and could result in debarment from current, and/or any future ASHRM events. If a participant is seen engaging in unacceptable behavior, ASHRM may take any action they deem appropriate, up to and including expulsion from the Event without warning or refund. If appropriate, local law enforcement may get involved.

Reporting Behavior

If you are the subject of, or witness to any violations of these Terms, you can contact us by sending an email to ASHRM@aha.org. If necessary, conference staff are empowered to take appropriate actions that may include, but are not limited to, debarment from the conference without refund and/or involving venue security or local law enforcement.

VIEWS

The views expressed by any event attendee, speaker, exhibitor or sponsor are not necessarily those of ASHRM. All event attendees, speakers, exhibitors and sponsors are solely responsible for the content of any and all individual or corporation presentations, marketing collateral, advertising and online content.

DISCLAIMER

ASHRM will provide you online access to and use of the Event via the Internet by use of an attendee provided browser. You are solely responsible for obtaining and maintaining at its own expense, all equipment needed to access the Event, including but not limited to Internet access and adequate bandwidth.

USE OF OR CONNECTION TO THE INTERNET PROVIDES THE OPPORTUNITY FOR UNAUTHORIZED THIRD PARTIES TO CIRCUMVENT SECURITY PRECAUTIONS AND ILLEGALLY GAIN ACCESS TO THE EVENT AND CUSTOMER DATA. ACCORDINGLY, ASHRM CANNOT AND DOES NOT GUARANTEE THE PRIVACY, SECURITY OR AUTHENTICITY OF ANY INFORMATION TRANSMITTED OVER OR STORED IN ANY SYSTEM CONNECTED TO THE INTERNET.

STATEMENT OF LIABILITY

Except where prohibited by applicable law, ASHRM does not bear any legal liability or responsibility for the safety of any attendee participating in this event. ASHRM disclaims any liability for the acts of any outside entities related to this event. ASHRM reserves the right to cancel the Event without liability. Each attendee shall be personally responsible for his/her behavior. The organizers do not accept responsibility for the behavior of any attendee or outside entity during the Event.

ASHRM shall not be liable for any delays or failure in performance or interruption of services resulting directly or indirectly from any cause or circumstance beyond the reasonable control of ASHRM including but not limited to, acts of God, war, terrorism, failure of transportation, weather, accidents, fires,

electrical failures, strikes, labor disputes, postal delays, explosions, and government orders or regulations.

ASHRM reserves the right to substitute an equally qualified speaker in case of an emergency or cancellation. ASHRM has no duty with respect to presenters, exhibitors or sponsors, and makes no endorsements of any presentation or product.

Attendees at this event agree to indemnify, defend, and hold harmless ASHRM, its officers, directors and agents, against all claims arising out of actions or omissions of attendee at or in connection with this event. To the maximum extent permitted by law, you (for yourself, your heirs, dependents, personal representatives, assigns, and anyone else who might make a claim on your behalf or as a result of your death or injury) hereby release ASHRM, and their respective directors, officers, employees, contractors, representatives, agents, successors, and assigns, from any and all claims, demands, causes of action, suits, damages, losses, debts, liabilities, costs and expenses (including without limitation reasonable attorneys' fees and costs) that you may have now or in the future associated in any way with the Event or the Materials.

Except where prohibited by applicable law, ASHRM disclaims any and all direct, special, consequential, incidental, punitive or other indirect damages of any kind whether alleged as a breach of contract or tortious conduct, including negligence, or based on any other cause of action.

The Terms and Conditions may be revised at any time by ASHRM and the terms are non-negotiable. Registering to attend this event acknowledges acceptance of these terms and provisions of registration.