



2024 SHSMD CONNECTIONS CONFERENCE

Attendee Terms & Conditions

Denver, CO

October 13-15, 2024

Denver Convention Center

These terms and conditions (these “Terms”) govern your registration for and participation in the SHSMD Connections Conference (the “Event”) and constitute an agreement between the American Hospital Association for its operating unit Society for Health Care Strategy & Market Development (collectively referred to for purposes of these Terms and Conditions as SHSMD) and You, the registrant. Noting that You represent to us that you are authorized to enter into these Terms.

If you are registering on someone’s behalf, you are agreeing to the following terms, conditions and code of conduct for the registered attendee and all references to “You” shall apply to the registered attendee. It is your responsibility to ensure the registrant is aware of this agreement.

EVENT

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

COVID-19 SAFETY PROTOCOLS

SHSMD Connections Conference protocols follow recommendations from the CDC and prominent public health authorities and have been developed in collaboration with Denver and the Denver Convention Center. However, there is still an inherent risk of exposure to COVID-19 that exists in any public place where people are present. By attending the event, you voluntarily assume all risks related to exposure to COVID-19 and agree not to hold SHSMD or any of its affiliates, directors, officers, employees, agents, or contractors liable for any illness or injury incurred, or potentially incurred, through participation in the Event and associated activities. By registering, You agree to follow COVID-19 safety protocols throughout the Event.

CANCELLATION

You are encouraged to send a substitute if you cannot attend. All fees/credits are transferable to the substitute attendee less a \$25 transfer fee. If the substitute is not a SHSMD member, the nonmember cost differential must be paid in advance or onsite.

If you do not send a substitute and wish to cancel your registration, registration fees, less a \$200 membership fee, will be refunded if written notice is received by October 1, 2024. All registrants will keep their membership (discounted at \$200) if they cancel. After October 1, 2024, all fees/credits toward the conference will be forfeited and will be considered nonrefundable. No-shows are non-refundable.

Send cancellation requests to:

E-mail: SHSMD@aha.org

Subject: SHSMD Connections Cancellation Request

Cancellation instructions will be provided to the attendee, which can be done through the registration portal. Refunds will be made to the payer only.

AGE LIMITATION

Attendees must be 21 years of age on the first day of the Event to attend this event and all related events.

PHOTOGRAPHY, AUDIO, VIDEO RECORDING

By attending this Event, you acknowledge and agree that “SHSMD” 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 “SHSMD,” 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 “SHSMD” may electronically record, copy (including live-streaming or recording from smartphones, iPads or other handheld devices) any portion of this program for any use without prior written consent from “SHSMD.”

Society may hire professional service providers (photo/video/streaming/audio) to document and display the event experience. Society may also use social media to: post real-time photos and videos to its social media feeds; and display select submissions from those feeds on monitors throughout the event venue. Attendees, speakers, sponsors and exhibitors are encouraged to capture their event experiences and post their own social content from the event (text, photos, audio, video, streaming), provided it does not infringe upon the rights of any attendee, speaker, sponsor, exhibitor, third party, or Society. Such infringement would include, but is not limited to, defamation or infringement of intellectual property rights. In the event an attendee requires a release or permission to protect the rights of a third party, obtaining such a release or permission shall be the sole responsibility of the attendee.

By attending the event, you acknowledge and agree as follows: Society may edit and use footage it captures at the event for limited purposes of supporting this and future Society conference; and due to the prevalence of mobile recording devices in today's

world, Society disclaims all liability for the capture of your image in any multimedia format by other attendees at the event.

CONTACT INFORMATION

Event registrants have the opportunity to opt-out of communications from solution providers. Event mailing lists include names, titles, organizations, and preferred street mailing addresses. 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.

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.
- Support an inclusive, safe, harassment-free conference environment for everyone.
- As an attendee at the event, you will be required to follow all COVID guidelines and restrictions that have been put in place by the CDC and the local jurisdiction. Some restrictions could include but are not limited to: wearing a face mask, social distancing, etc.

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 a "SHSMD" competitor.
- Sharing your event registration with another person(s), such as sharing passes/badges.
- 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 "SHSMD."
- Engaging in sales or lead-generation of any kind except as approved through exhibit rules or with written permission from "SHSMD."
- Fielding or promoting surveys of any kind without written permission from "SHSMD."
- Promoting job openings for their employer without written permission from "SHSMD."

- 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 improper or 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 “SHSMD” Events. If a participant is seen engaging in unacceptable behavior, “SHSMD” 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 shsmd@aha.org.

If deemed necessary by the “SHSMD”, Event 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 “SHSMD.”

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. All speakers must agree to a separate speaker terms/agreement form in order to participate.

STATEMENT OF LIABILITY

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

“SHSMD” 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 “SHSMD” 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.

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

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

Except where prohibited by applicable law, SHSMD 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 laws of the State of Illinois without giving effect to its conflict of law provisions, govern these Terms and any dispute of any sort that might arise between the parties. Any dispute must be litigated in the state or federal courts located in Illinois to whose exclusive jurisdiction the Parties hereby consent.