

1. Confirmation

If you register online, you will immediately receive an electronic confirmation of your registration from Snow & Ice Management Association. This email will also include a link to reserve your hotel room, if applicable (Don't forget to add us to your Safe Senders list!) If you have not received a confirmation within 10 business days, please contact the office at registration@sima.org

2. Cancellation & Refund Policy

All cancellation and refund requests must be made in writing on or before September 30, 2020. If made prior to September 23, 2020 a refund of all fees, less a \$25 processing fee per registration, will be given. If made between September 23, 2020 - September 30, 2020 a refund of all fees, less a \$50 processing fee, will be given. No refund will be given for no-shows. Please email cancellations to registration@sima.org

3. Registration Changes/Additions/Receipts

Once you have completed your registration, you will be sent a confirmation email. In that email is a personalized link to the online registration portal where you can update registration information, change or add sessions, get a copy of your receipt/invoice or make a payment. If you would like us to resend your confirmation, please email registration@sima.org

4. Substitution Policy

Substitution of registration from one attendee to another (same type: member/non-member) is permitted prior to Friday, October 2, 2020. Only one substitution is permitted per original registrant with written consent. The individual submitting the substitution request is responsible for all financial obligations associated with that substitution as well as updating any contact/demographic information. Please email substitution requests to registration@sima.org

5. Transfer Policy

A transfer of your registration (to a different registration type, i.e., switching from full registration to a day pass or trade show pass) is permitted prior to the conference by submitting written request to info@sima.org. The individual submitting the transfer request is responsible for all financial obligations (any balance due) associated with that modification.

6. Privacy & Terms

The personal information gathered on the regional registration form is intended solely for the purpose of the SIMA. Sponsor companies will receive a list of attendees

following the event, with mailing address only (no phone or email). Payment information gathered during registration is used solely for the purpose of the Regional Event. Personal and payment information gathered online is through a secure website. SIMA will not share your payment information with any other party.

7. Consent to Use of Photographic Images

Registration and attendance at, or participation in, the 2020 Regional constitutes an agreement by the registrant to SIMA's use and distribution (both now and in the future) of the registrant or attendee's image or voice in photographs, videotapes, electronic reproductions and audiotapes.

8. Event Code of Conduct

In order to provide all participants with the opportunity to benefit from SIMA events and activities, SIMA is committed to providing a friendly, safe, supportive and harassment-free environment for all conference attendees and participants, regardless of gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age or religion. We do not tolerate harassment of conference participants in any form. Sexual language and imagery is not appropriate for any conference venue, including educational sessions. **Conference participants violating these rules may be sanctioned or expelled from the conference, without a refund, at the discretion of the conference organizers.**

Our complete Code of Conduct policy can be found at: <http://www.sima.org/show/code-of-conduct>

9. COVID-19 Protocols

We want this event to be engaging and interactive while also allowing industry professional to learn safely. The following restrictions in place are meant to protect not only you but also the trainers, the event staff, your hosts and sponsors.

- If you are not feeling well the day of the event or have been in recent contact with someone who has tested positive, we ask that you not attend.
- Hand sanitizer will be available throughout the venue for your use.
- Face masks are mandatory and must be worn indoors (unless eating) and outside when unable to maintain 6 ft. distance from another person.

This is non-negotiable. If you do not wish to follow the mandate, please do not plan to attend the training. Masks will be available if you do not have one.