

snow & ice management association

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. (Don't forget to add us to your Safe Senders list!) If you faxed in your registration information and have not received a confirmation within 10 business days, please contact the office at info@sima.org

2. Cancellation & Refund Policy

All cancellation and refund requests must be made in writing on or before June 21, 2019. If made prior to June 7, 2019 a refund of all fees, less a \$25 processing fee per registration, will be given. If made between June 7, 2019 - June 21, 2019, the following refund(s) will be granted for requests - refund of all fees, less a \$150 processing fee per full show pass registration or \$100 processing fee per day pass registration. No refund will be given for no-shows. Please email cancellations to info@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 info@sima.org

4. Substitution Policy

Substitution of registration from one attendee to another (same type: member/non-member) is permitted prior to Wednesday, June 20, 2018. 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 info@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 Symposium registration form is intended solely for the purpose of the Symposium. Exhibiting companies will receive a list of attendees immediately following the Symposium, with mailing address only (no phone or email). Exhibitors also have the option to purchase scanners to capture all contact information for attendees. The attendee can determine if they want the exhibitor to scan their badge to capture this information. This is the only way your personal information will be shared. Payment information gathered during registration is used solely for the purpose of the Symposium. 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 21st Annual Snow & Ice Symposium 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. Symposium 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>