



ICAP Virtual Conference
'Unifying Best Practices'
October 7 – 9, 2021

GENERAL TERMS AND CONDITIONS

as of May 2021

Definitions

The International Consortium of Ankylofrenula Professionals ("ICAP") is the official host of the Conference and hereafter referred to as "Organizer".

Venue West Conference Services has been contracted by the Organizer and is responsible for registration and conference management services and hereafter referred to as "Conference Secretariat"

The **General Terms and Conditions** are valid for each attendee registered for the 2nd ICAP Conference taking place virtually October 7 - 9, 2021 (hereafter referred to as "Conference"). Any person is considered an attendee.

CONFERENCE REGISTRATION

Registration Deadlines

- Early Bird Registration ends August 5, 2021 – 11:59 PM Pacific Time
- Standard Registration ends September 20, 2021 – 11:59 PM Pacific Time
- Late registration starts September 21, 2021

Registration Fees

All registration fees are in Canadian Dollars. Canadian Delegates are subject to tax based on their province of residence. International delegates will not be taxed. The registration fee includes admission to the live Sessions, Networking events, the Meeting Hub and the Virtual Exhibition as well as full access to session recordings after conclusion of the event for a period of three months.

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the completed online registration as well as the payment in accordance with the deadlines mentioned above. The online registration can be completed by clicking the button "Submit" at the end of the form. Should a deadline be missed, the next applicable fee will be charged automatically. Registrations are not confirmed until payment is received in full.

If the maximum attendee capacity is reached, the Organizer reserves the right to refuse any registration or close the registration site early.

Eligibility

To be eligible to register for the Conference, attendees must be at least 18 years old. Delegates who wish to register at the C&D countries rate have to currently live and work in a C&D country as recognized by the World Bank. Proof of residence or work status is required upon registration.

Language

The official Conference language is English.



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Registration Confirmation / Payment Receipt

Registrations are confirmed by email when payment is received in full.

Registration Transfer

A handling fee of CAD \$35 will be charged for every name change to an existing Conference registration. Attendees wishing to transfer their registration to another person, must contact the Conference Secretariat by email at icap-registration@venuewest.com and provide contact details for the replacement including their registration ID that can be found on the confirmation email. Substitutions are accepted until September 20, 2021.

Certificate of Attendance

A Certificate of Attendance will be available after the Conference. The Conference is seeking accreditation for continuing education credits.

METHODS OF PAYMENT

All registration fees must be paid by credit card (VISA or MasterCard), bank transfer, or EFT (Canadian bank accounts only). Any bank charges incurred (including non-sufficient funds (NSF) and credit card chargebacks for challenged registrations) must be paid by the sender and not the Organizer or the Conference Secretariat. Cheques will not be accepted.

Credit card is the preferred payment method and results in an instant confirmation of attendance. All transactions will appear on the credit card statement as a payment to Venue West Conference Services. Attendees who wish to pay by bank or e-transfer will receive an invoice by email. Invoices are payable within 30 days after receipt, or before the first day of the conference if the registration date is less than 30 days prior to the start of the conference.

CANCELLATION POLICY

Registration Cancellations

Cancellations are permitted until August 5, 2021. Registrants will receive a full refund less a CAD \$75 administrative fee. Cancellations must be submitted in writing to the Conference Secretariat no later than the above date by emailing icap-registration@venuewest.com. If payment was previously made by bank or e-transfer, the notification must include all the relevant information regarding the bank account to which a possible refund may be remitted. Registrants wishing to cancel on or after August 5, 2021, will not be eligible for a refund, however, transfer of the registration to another delegate is acceptable. See >> Registration Transfer

Cancellation of the Conference

In the event that the Conference cannot be held or is postponed due to events beyond the control of the Organizer (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Organizer, the Conference Organizer cannot be held liable by registrants for any costs or losses incurred. Under these circumstances, the Organizer reserves the right to either retain the entire registration fee and to use it for a future Conference, or to reimburse the attendee after deducting costs already incurred for the organization of the Conference and which could not be recovered from third parties.

VIRTUAL EVENT POLICY

Login details to the virtual platform will only be provided to attendees who have paid for their registration in full. Login details will be sent approximately one week prior to the start of the conference. Sharing of login details to the virtual platform is prohibited as is viewing by more than the registered participant. Failure to comply with the above will result in access to the platform being denied. No refund will be issued.

It is the attendee's responsibility to make sure their system complies with the requirements recommended by the Organizer and the Conference Secretariat and test their computers prior to the start of the virtual event. If a technical failure is the fault of the attendee, the attendee still has access to the recordings of the sessions after the conclusion of the event (refunds will not be provided).

If a technical failure is the fault of the service provider and the event is not able to be broadcasted as planned, the Organizer reserves the right to reschedule. If the attendee cannot participate in the rescheduled event live, they will be provided with a link to the recordings after conclusion, or they may request a prorated refund.

Data Protection and Sharing of Contact Details

Collection and processing of personal data will comply with the applicable data protection legislation.

The Organizer and the Conference Secretariat will only use the attendee's personal information provided during the registration process to host, manage, and analyze attendee traffic and engagement during the virtual Conference. During the registration process, the attendee may have chosen to withhold permission to share their data with third parties (e.g., sponsors and exhibitors), however, when participating in a chat, the attendee's profile picture and name will be shared with the audience to allow them to engage. If the attendee chooses to exchange their virtual business card with another attendee, the attendee agrees to share their data. This also applies when the attendee is meeting with a sponsor or exhibitor. Only information the attendee has chosen to share on the platform will be made available to other attendees and exhibitors who reach out to set up a meeting or message the attendee directly. The attendee can change their privacy settings anytime by accessing their profile.

Please note that all sessions may be recorded for educational purposes and will capture the presentations' content alongside any live questions as well as any written questions and comments.

Code of Conduct

The Conference is committed to providing a professional, friendly, safe, and welcoming environment for all participants at this meeting, regardless of gender, sexual orientation, disability, race, ethnicity, religion, national origin or other protected class. We expect all attendees and speakers to help ensure a safe and positive experience for everyone. Unacceptable behaviour will not be tolerated during any portion of a meeting or event.

Unacceptable behaviour includes but is not limited to:

- Intimidating, harassing, abusive, discriminatory, derogatory, or demeaning speech or actions.



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- Harmful or prejudicial verbal or written comments related to gender, sexual orientation, race, religion, disability, or other personal characteristics, including those protected by law.
- Inappropriate disruption of sessions or functions.

Report harassment and disruptive behaviours by emailing icaprofessionals@venuewest.com.

Consequences of misconduct may include:

- Immediate removal from event without warning.
- Restrictions from future events.
- Taking screenshots, photography, video, or audio recording of oral presentations is prohibited.