

Acceptance of policies and registration conditions

The following American Animal Hospital Association (“AAHA”) Registration Terms & Conditions (the “Terms & Conditions”) apply to all AAHA events (the “event(s)”). Prior to your registration, you must acknowledge and accept the Terms & Conditions contained herein. Submission of your registration and attendance of the event is regarded as affirmation of your acceptance of these Terms & Conditions.

How will we use your information?

AAHA is committed to data privacy and protecting your personal information. Information on how AAHA collects, processes, and uses your data is included in the [AAHA Privacy Policy](#) which is hereby incorporated into these Terms & Conditions. Additionally, by submitting your email address during the event registration process, you agree that AAHA and its event partners may send you event-related information. A valid email address is required for all registrations.

AAHA uses the personal data you provide in this registration for administering your participation in this event. This may include information about the event’s content, event logistics, payment, updates, and additional information related to the event.

AAHA may disclose your personal data to third party service providers engaged by AAHA to assist in the conduct of the event (e.g. housing bureau, mobile application provider). Information you provide when registering for or participating in an event managed or co-sponsored by parties other than or in addition to AAHA may be shared with those parties, and the treatment of such information is further subject to the privacy policies of those parties. Except as described herein, AAHA will not disclose your personal data to any other third party without your consent except where required to do so by law.

1. Cancellation policy

- You may cancel your registration for a full refund until July 16, 2024.
- Cancellations from July 17 – August 31 will receive a 50% refund.
- All cancellations from September 1 onward will not be refunded.
- Hotel Cancellation: If you have booked a hotel room at the Gaylord National Harbor, please reference your hotel confirmation for any cancellation fees that may apply. AAHA is not liable for any personal hotel cancellations or no-show fees.

2. Code of Conduct

AAHA strives to conduct a professional, safe, and inclusive learning environment for all our guests. This includes and is not limited to attendees, speakers, volunteers, partners, staff,

vendors, and service providers. All those in attendance must abide by this policy. AAHA has a zero-tolerance for any form of discrimination or harassment.

In its sole discretion and without refund, AAHA reserves the right to refuse admittance to or expel from the event anyone that it determines is behaving in a manner that could be disruptive to the event or pose any danger to any other attendee. I consent and agree that in such event I shall not be entitled to a refund of any portion of amounts paid. Breach of any of the terms herein shall entitle AAHA to all available legal remedies, including but not limited to disciplinary proceedings and/or the right to prohibit attendance at any future events.

Unacceptable behavior includes but is not limited to:

- Discrimination in any form.
- Harassment (whether verbal, physical, or otherwise) based on race, color, religion, sex (including sexual orientation, gender identity, or pregnancy), national origin, older age, or disability.
- Verbal abuse towards ANY of event attendees.
- Comments or posting information that encourage or facilitate any agreement that impliedly leads to price fixing, boycott of another's business, or other conduct intended to illegally restrict free trade are prohibited.
- Excessive alcohol and/or illegal drug usage.
- Property damage.

If you witness any of these behaviors, please report it right away to an AAHA staff member at the registration desk. Any such shared information will be kept confidential, unless required by law to be disclosed.

3. COVID policy

At AAHA, we're committed to keeping you safe and informed with key updates, advice, and recommendations for a safe conference experience. Event attendees will adhere to safety protocols and guidelines from the CDC as well as state and local public health requirements as they may be updated from time to time.

4. Usage of photographic and video material taken at AAHA events

AAHA may hire professional service providers (photo/video/streaming/audio) to document and display the event experience. AAHA may also use social media (e.g. Instagram) to: (i) post real-time photos and videos to its social media feeds; and (ii) display select submissions from those feeds on monitors throughout the event venue. By registering to attend the event, I grant to the American Animal Hospital Association (AAHA), its representatives and employees the right to take photographs of me and my property in connection with the event. I hereby authorize

AAHA to copyright, use and publish the same in print and/or electronically. I agree that AAHA may use such photographs of me with or without my name and for any lawful purpose, including for examples such purposes of publicity, illustration, advertising, and web content.

To comply with global data privacy laws, AAHA imposes certain restrictions on the use of multimedia at its events (e.g. photography, video, audio, online streaming, and all future mediums). An attendee is permitted to use hand-held cameras and/or smart phones to take photographs and capture digital images for personal, non-commercial use, provided the photography is not disruptive. Photographs may not be published, sold, reproduced, transmitted, distributed, or otherwise commercially exploited in any manner whatsoever.

Attendees and sponsors 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, sponsor, third party, or AAHA. 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. Due to the prevalence of mobile recording devices in today's world, AAHA disclaims all liability for the capture of your image in any multimedia format by other attendees at the event.

5. Release of Liability, Waiver, and Assumption of Risk

In consideration of being allowed to register for, and participate in the event, I hereby warrant and represent that I am age 18 or above and freely waive, release from liability, assume all risks, and covenant not to sue AAHA, or its employees, agents, directors, officers, or volunteers ("Released Parties") for any expense, loss, damage, personal injury, including loss of life, disability, property damage, or property theft or actions of any kind that I may hereafter suffer or sustain before, during, or after the event, unless said expense, loss, damage, personal injury, including loss of life, disability, property damage or property theft or actions of any kind is caused by the sole, gross negligence of the Released Parties.

I also agree to indemnify and hold the Released Parties harmless from all claims, judgments and costs including attorney's fees, incurred in connection with any action brought as a result of my participation in the event.

I hereby expressly recognize that this release of liability, waiver of legal rights, and assumption of risk is a contract pursuant to which I have released any and all claims against the released parties resulting from any injury, or death, sustained from participation in the events, including any claims for negligence of the released parties.

6. Credential/badge scanning during the event

AAHA event co-sponsors, exhibitors, and other third parties may directly request your personal information at their exhibit booths or presentations. Providing your information to them is

optional, and you should review their privacy policies to address your particular needs and concerns about how they will treat your personal information. If during the event you attend a session or program hosted by an exhibitor other than AAHA, you understand and agree that when you present your badge for scanning or when you provide personal data, that information will go to a non-AAHA entity and AAHA takes no responsibility for how that company uses your personal information.

7. General

AAHA reserves the right to change, amend, add, or remove any of the above Terms & Conditions in its sole discretion and without prior notice. If one or more of the conditions outlined in these Terms & Conditions should become invalid, the remaining conditions will continue to be valid and apply. These Terms & Conditions apply to all event participants (attendees, speakers, sponsors, exhibitors).

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