International Case Management Conference
A Global Gathering for Health System and Health Plan Leaders

EXHIBITION POLICIES

COMPLETION OF THE ONLINE EXHIBITION & MARKETING REGISTRATION PROCESS ACKNOWLEDGES YOUR ORGANIZATION'S ACCEPTANCE AND WILLINGNESS TO COMPLY WITH THE FOLLOWING CONFERENCE AND EXHIBITION POLICIES:

Payment Deadlines, Terms & Conditions

- Payment deadlines, terms and conditions for individual events will be included on the event website, as part of the registration process, in your confirmation email and in your purchase invoice/receipt.
- Registrations made after the payment deadline must be accompanied by full payment via credit card at the time of registration.
- **Purchase price will be assessed at prevailing rates at the time payment is made.**
- **ACMA will not fulfill** advertising and/or promotion orders until full payment has been received. Please ensure that all fees for miscellaneous items (badges, advertising, etc.) have been paid prior to event start. Fees incurred onsite during the event must be paid at the time of purchase.
- Companies with an outstanding balance will not receive access to exhibitor benefits or be allowed access to the in person and/or virtual exhibition.

Meeting Format

Meeting format (e.g. in-person, virtual, hybrid) will be determined with the best information available at the time conference is planned and official dates are publicly announced. In order to ensure the health and safety of our staff, attendees, speakers and industry partners, **ACMA** may transition to an alternate meeting format prior to an event in order to meet meeting facility, state and/or federal health and safety requirements. In the event of a format change, **ACMA** may be required to make operational changes including limiting attendance & exhibition space and altering the pricing structure. We will publicize any changes as quickly as possible following a format change.

Documentation required

The following health and safety documentation is required in line with exhibition type and stand format.

MANDATORY DOCUMENTATION	FROM	Table-top exhibition	Complex exhibition (shell scheme and custom builds) (incl. table-top exhibition with custom build)	
			Shell scheme	Custom build stand
Public Liability Insurance (PLI) Certificate	Exhibiting company	✓	✓	✓
Public Liability Insurance (PLI) Certificate	Any third party appointed stand builder/contractor	**N/A**	**N/A (unless involving 3rd party for set up)**	✓

Use of Space, Restrictions & Conduct

Professional behavior and ethical conduct, that includes but is not limited to the items noted below, is expected by each exhibiting company, their representatives and agents at all times during the **ACMA** event:

- Capturing images via photography, screen grabs, video, etc and/or examining another exhibiting company's material, equipment, attendees and/or conference events without permission from **ACMA** is prohibited.
- No exhibiting company shall permit any other organization, or its representatives, to use the space allotted to them, nor shall display articles and/or marketing collateral not manufactured or sold normally by them. Co-participation by any other corporation or firm or its representatives in space assigned to the original applicant may do so only with written permission from the **ACMA** and shall be subject to additional charges.
- For Exhibiting Companies: Soliciting, conducting demonstrations and/or distributing advertising materials is permitted only within the confines of the exhibiting company's assigned space. Conducting these activities outside the exhibiting company's assigned space is prohibited. Obstruction/interference with normal traffic flow, infringement of neighboring exhibits and/or conducting business outside of exhibiting company's assigned space will not be permitted.
- For Non-Exhibiting Companies: Solicitation of business, marketing and/or distributing advertising materials anywhere within the hotel and/or conference venue by non-exhibiting individuals or corporate entities is prohibited. Non-exhibiting individuals or corporate entities observed to have been conducting these activities will be given the option of immediately purchasing booth space in the exhibit hall (if space is available) or asked to surrender their conference badge and leave the premises immediately. They will also forfeit any registration fees paid to **ACMA** and may be restricted from attending and/or exhibiting at future **ACMA** events.
- Any exhibiting company failing to occupy reserved space during **ACMA**'s published set up hours, shall forfeit the space without reimbursement.

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Exhibiting companies arriving after this time must contact **ACMA** to determine if space is available and, if so, to schedule their set up times. Exhibiting companies arriving late may be given space different from their original assigned space at the discretion of **ACMA** and may be required to wait until after the exhibition closes in order to move in.

- **ACMA** shall have the right to use any unoccupied space beginning at the end of **ACMA**'s published set up hours to suit its own convenience, including relocating an exhibiting company or selling the space to another company without any rebate or allowance to the defaulting Exhibitor. **ACMA** assumes no responsibility for having included the name of the defaulting exhibiting company, or description of company products/services in any promotional efforts/materials related to the event.
- Representatives of exhibiting companies may not enter the exhibit space of another exhibitor without permission from that exhibitor, and, at no time, may anyone enter an exhibit space that is not staffed. Lingering in the aisles surrounding another exhibitor's assigned space for the purposes of obtaining product information and/or distracting other booth personnel is strictly prohibited.
- Representatives of exhibiting companies must refrain from any conduct that would be viewed as detrimental, offensive and/or disruptive to attendees or the conference, including, but not limited to, inappropriate dress, inappropriate and/or uninvited physical contact with attendees, blocking the forward progress of an individual, verbal harassment, lascivious behavior, excessive noise, unauthorized use of another exhibitor's product or product concepts, etc.
- **For in-person events,** exhibit display must be self-contained within the assigned booth space; chairs, furniture, and/or materials are not to be placed outside the assigned booth space. Display materials shall be arranged so as to avoid obstructing the general view of the other exhibits in the exhibition area.
- **For in-person events,** excessive noise and RF interference will be grounds for interruption of electrical power to the offending booth. Speakers must face into the exhibit booth itself and not into the aisles or into neighboring booths. Live music or musical instruments are prohibited in the hall unless pre-approved by **ACMA**. The use of whistles, horns, megaphones, loudspeakers and/or other noise devices is prohibited. **ACMA** reserves the right to determine at what point sound constitutes interference with other exhibitors.

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Exhibitor ICW / Hospitality Events & Staff Meetings (In-Person Events)
ACMA permits exhibiting companies to hold hospitality events and/or staff meetings in conjunction with the conference as long as the ancillary events do not occur during official conference hours as outlined on the conference schedule. Space in the meeting facility and conference hotels is available on a first come, first served basis. Once the meeting request is approved, you will be provided with the appropriate contact information. Do not contact the meeting facility and conference hotels directly for space. They will not release space without approval from **ACMA**. Any individual and/or non- exhibiting company who attempts to conduct an ancillary event and/or lure attendees away from sessions and the exhibition during official conference hours, will be assessed a fee equal to the cost of an exhibit booth. The individual or company may also be restricted from attending and/or exhibiting at future **ACMA** events. All meeting space requests for exhibitor hospitality events and/or internal staff meetings must be approved in advance by **ACMA**. Send requests to sgreenwood@**ACMA**web.org.

Exhibitor Access to Exhibit Hall During Conference Hours (In-Person Events)
The official exhibition schedule for individual events will be made available on the conference website. All exhibit personnel are expected to make travel arrangements in accordance with the exhibition schedule. Exhibiting companies are prohibited from holding staff or client meetings in their booth before or after scheduled exhibition times.

Display Guidelines & Requirements
If applicable, display guidelines and requirements will be made available on the event website.

Direct Selling
Direct selling is prohibited during **ACMA** events except where specifically authorized in writing by **ACMA** in advance. This includes, but is not limited to, monetary transactions in exchange for products and/or services. In the event that an exhibiting company is approved by **ACMA** to engage in on-location transactions, the exhibiting company will be solely responsible for complying with all federal, state, and local laws regarding sales taxes and laws that may pertain to such sales.

Marketing, Communication & CAN-SPAM Compliance
Exhibiting companies are provided with attendee data agree that they shall ensure compliance with all applicable laws and regulations including those related to privacy, unsolicited e-mail and data protection of the U.S. (including the CAN-SPAM law) and any applicable foreign country.

Marketing Communication, Email Blast
ACMA provides sponsoring companies with the opportunity to purchase an email blast. All sponsored email blast content is subject to **ACMA** review and approval of content and images prior to distribution. **ACMA** reserves the right to amend and remove any images and/or content that does not meet **ACMA** guidelines. These guidelines include no inappropriate imagery or language, nothing that casts **ACMA** in a negative way, nothing offensive to any **ACMA** constituency (nurses, social workers, physicians' health plans/payers, CM, hospitals, health systems, etc), nothing that promotes an **ACMA** competitor, no political statements, and no therapeutic recommendations (i.e. medication, medical marijuana, etc). **ACMA** will provide the sponsoring company with the recommended edits to allow email message to be sent on the sponsoring company's behalf. If the final message is not approved by **ACMA**, **ACMA** reserves the right to decline the distribution of the email content. A refund of the funds (paid for the email blast) will be issued to the sponsoring company.

Notice of Disability
In compliance with the Americans with Disabilities Act of 1990, **ACMA** will make all reasonable efforts to accommodate persons with disabilities at the conference. Please provide details of need as requested during the online booth registration and name badge submission process. Each exhibiting company is responsible for compliance within their assigned space ensuring access to their booth.

Attendance of Industry Partner Provided Sessions by Other Exhibiting Companies
We ask that exhibiting companies and their representatives exercise professional courtesy and not attend sessions provided by other exhibiting companies without an invitation to do so from the presenting company.

Signs or Promotion for Exhibitor-Related Events (In-Person Events)
Other than within the confines of the exhibiting company's booth, advertisements (signage, banners, flyers, room drops, etc.) promoting a booth, product/service or exhibitor hosted event may not be displayed anywhere within the meeting facility or conference hotel(s) unless it has been preapproved by **ACMA**.

EAC / Company Reps (ACMA National Conference only)
If you are working with a third-party contractor, you will be required to submit an EAC Form to **ACMA**'s General Services Contractor. If you have company staff who only need access to your assigned exhibit space for booth set up and tear down, but will not be working in your space during the event, those individuals will be required to have a temporary badge. There is no charge for these temporary badges, but you will be required to submit a request for the badges prior to the event. Badge information for individual events will be provided on the conference website.

General Services Contractor (In-Person Events)
Not every **ACMA** event will require use of a General Services Contractor for booth carpeting, custom furniture, lighting, electric, Internet, drayage services, phone, etc. If applicable, additional information and order forms will be made available during the online booth registration process and/or via the conference website.

Badges
Conference badges are required to access all **ACMA** events. As part of the standard exhibition package, **ACMA** includes a designated quantity

of "all- access" conference badges to our exhibiting companies.

- Only representatives who are employed directly by the exhibiting company and who will be working in the assigned exhibition space are eligible for staff badges.
- Conference badges are to be used by one individual for the duration of the conference and are non-transferable during the event. Each booth rep will be required to provide a valid cell phone number and email address for use by **ACMA** to communicate announcements and reminders during the conference.
- Badges are "all access" meaning your booth reps have access to your assigned exhibit space during exhibition hours, main conference food events (for in-person events), and main conference educational sessions. CEs are also provided at no cost for booth reps upon request. Badge information for individual events will be provided on the conference website.

Security (In-Person Events)
Peripheral watchmen may be furnished by **ACMA** and/or the meeting facility to be on duty inside or near the exhibit area when the exhibition is closed, but the safekeeping of the exhibitor's property shall remain the responsibility of the exhibitor. Neither **ACMA** nor the meeting facility and/or general services contractor will be held responsible for loss of any material by or for any reason. It is recommended that each exhibiting company, at their own expense, carry appropriate insurance to protect them against loss through theft, accident, fire, damage, etc.

Insurance (In-Person Events)

- **ACMA National Conference:** Participation as an exhibiting company at the **ACMA** National Conference requires that exhibiting companies and their contracted EACs/Non-Official Contractors provide a Certificate of Liability Insurance naming **ACMA**, the general services contractor, and the event venue as additional insured for the time period of the event. The Certificate of Liability Insurance must include Comprehensive General Liability coverage with limits not less than $1,000,000 per occurrence and $2,000,000 in the annual aggregate, and shall include coverage for contractual liability, product liability, personal injury, workers compensation, advertising injury, property damage, bodily injury (including death) and allegations of sexual abuse. Certificates of Liability Insurance for EACs must indicate the name of the exhibiting company that they are representing in the description area of the certificate and will be discarded if this information is not provided. If applicable, additional information and submission deadlines will be provided on the conference website.

- **All Other ACMA Conferences:** Neither **ACMA** nor the meeting facility and/or general services contractor will be held responsible for loss of any material by or for any reason. **ACMA** recommends that exhibiting companies carry appropriate insurance for contractual liability, product liability, personal injury, workers compensation, advertising injury, property damage, bodily injury (including death), allegations of sexual abuse, theft, accident, fire, etc.

Care of Buildings & Meeting Facilities (In-person Events)
Exhibiting companies and/or their agents shall not damage or deface the walls or floors of the buildings, the booths and/or the equipment or furnishings provided for the booth. The exhibiting company will be held liable for any such damage caused by him or his agent.

Fire Regulations (In-person Events)
All materials used in the exhibit booths must be made of flame-proof materials and conform to fire department regulations.

Consumables & Alcoholic Beverages (In-Person Events)

- Exhibiting companies will not be permitted to sell, serve or give away alcoholic beverages in the exhibit hall without written permission from **ACMA**.
- All consumable items (with the exception of individually wrapped candies) must be approved through **ACMA** and the Meeting Facility.

Exhibit Eligibility / Right of Refusal
The purpose of **ACMA**'s conference and exhibition is to further the education of professionals working in the field of healthcare system case management and transitions of care. As such, **ACMA** expressly reserves the right to the following:

- Refuse exhibit space, without notice or hearing, to any applicant for any/all events sponsored, hosted and/or held in conjunction with **ACMA**.
- Prohibit any company, its officials, officers, directors, employees, agents, contractors, subcontractors, representatives, patrons, guests, or invitees from participating in the conference that, in **ACMA**'s sole discretion, demonstrated unprofessional behavior during the current or any previous **ACMA** events.
- Modify or remove all or part of exhibits that reflect unfavorably on the character of the conference, including displays, literature, advertising novelties, souvenirs, conduct and attire of persons, etc. In such event, neither **ACMA** nor **ACMA**'s general services contractor shall be liable to an exhibiting company for any refund of exhibit fee, expenses incurred by the exhibiting company, or any cost, damage, expense or loss of revenue.
- Remove or modify exhibits that, because of noise, method of operation, materials, or for any other reason, become objectionable to **ACMA**.
- Refuse to allow the placement of, or remove, any exhibit that does not in good faith substantially conform to the company description submitted for consideration or which contains unrelated material(s). The acceptance or rejection of any company or product for exhibit space does not constitute or imply endorsement of, or judgment about the merit of, the company and/or its products/services. If

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applicable, **ACMA** will return paid exhibit fees at the time of refusal. Any expenses incurred prior to, during or after refusal by **ACMA** are the sole responsibility of the applicant.

Force Majeure
In case the meeting facility or virtual platform shall be damaged or destroyed, or if the **ACMA** event fails to take place as scheduled or is interrupted and/or discontinued, or access is prevented or interfered with by reason of strike, lockout, injunction, act of war, act of God, emergency declared by any government agency, or for any other reason, the contract may be terminated by **ACMA**. In the event of such termination, the exhibiting company waives any damages and/or claims for damages and agrees that the sole liability of **ACMA** shall be to return paid booth fees or issue a credit of monies paid towards a future **ACMA** event. Any incurred expense will be the responsibility of the exhibiting company.

Cancellation Policy
With the exception of force majeure, all monies paid to **ACMA** for exhibit space and advertising are non-refundable but can be credited towards other **ACMA** purchases within the same calendar year. If an exception to policy is made allowing a refund, **ACMA** will deduct a 3% admin fee from the refund amount. If booth cancellation for an individual event is made in writing at least 30 days prior to meeting date, **ACMA** will allocate the money towards booth and/or marketing opportunities at another meeting of your choice during the same calendar year. If cancellation is made within 30 days of the event, **ACMA** will allocate booth fee towards a marketing opportunity at the cancelled event.

Companies with active multi-event agreements must reference the agreement signed and agreed upon separate from this policy.

Terms of Registration / Statement of Liability Waiver
Exhibiting companies and their representatives are expected to comply with federal, state, and local laws.

ACMA expressly disclaims any liability arising from consumption of alcoholic beverages any/all events sponsored, hosted and/or held in conjunction with **ACMA**. Certain conference events may include the service of alcoholic beverages, and conference participants are responsible for their own well-being. Persons under the age of 21 will be denied alcoholic beverages. **ACMA** expressly disclaims liability for any acts or omissions resulting from excessive drinking, recklessness or negligence on the part of any conference attendee, exhibitor, sponsor and/or guest.

ACMA conference attendees, guests, speakers, sponsors, exhibiting companies and their representatives and/agents agree to indemnify, defend and hold harmless **ACMA** and the officers, directors, and agents against all claims arising out of their own actions or omissions at or in connection with the conference except for **ACMA**'s own negligence or willful misconduct. **ACMA** agrees to indemnify and hold harmless attendees, guests, speakers, sponsors, exhibiting companies and their representatives and/agents against all claims arising out of the acts of omissions of **ACMA**, the officers, directors, and agents in connection with the conference except for gross negligence or willful misconduct of attendees, guests, speakers, sponsors, exhibiting companies and their representatives and/agents.

ACMA's Exhibition policies have been formulated in the best interest of all concerned and, upon submission of an event registration, become a part of the contract between the exhibiting company and **ACMA**. All matters/questions not covered by these policies are subject to the decisions of **ACMA**.

ACMA RESERVES THE RIGHT to make changes to show rules, policies and guidelines at any time. **ACMA** will note revision date and ensure that current rules, policies and guidelines are publicly available via the conference website.

FAILURE TO COMPLY with these policies on the part of exhibiting company, its employees, or agents may result in **ACMA**'s termination of the exhibition contract, removal of exhibiting company and display from the conference and exhibit hall, and/or forfeiture of all fees paid to **ACMA**. Nonexhibiting individuals or corporate entities observed to have been conducting these activities or violating any of **ACMA**'s Conference & Exhibition Policies will be given the option of immediately purchasing booth space in the exhibit hall (if space is available) or asked to surrender their conference badge and leave the premises immediately. They will also forfeit any registration fees paid to **ACMA** and may be restricted from attending and/or exhibiting at future **ACMA** events.

ACMA shall be the sole judge as to whether policies have been violated and all decisions of **ACMA** are final.

If you have questions, or need additional information, please contact:

Shelly Greenwood, Director of Exhibit Sales

Phone: 501-303-4732

Email: sgreenwood@**ACMA**web.org