



## TERMS & CONDITIONS

### TRANSACTION POLICIES

**SUBSTITUTIONS / TRANSFERS BETWEEN REGISTRANTS:** Registrants wishing to transfer their registration to another individual must submit a written request/email to [memberservices@ACRM.org](mailto:memberservices@ACRM.org). Instructional Courses are non-transferable. A substitution fee of \$249 USD will be charged against the original registration on transfer requests received before 1 August 2021. No substitutions will be made on or after 1 August 2021. Those who register as non-members retain their 6-month ACRM membership.

**CONFERENCE CANCELLATION BY REGISTRANT:** ACRM is a non-profit organization. Registrants wishing to cancel their registration and receive a refund for items other than Instructional Courses must submit a written request to [memberservices@ACRM.org](mailto:memberservices@ACRM.org). Instructional Courses are non-refundable. A cancellation fee of \$249 USD will be charged on cancellation requests received on or before 31 May 2021 and the balance remaining will be refunded. On or after 1 June 2021, a cancellation fee of \$249 USD or 50% of registration paid, whichever is greater, will be charged and the balance paid will be refunded. If the registration paid is less than or equal to \$249, no refund will be given. No refunds will be made on or after 1 August 2021. Those who register as non-members retain their 6-month ACRM membership. Registrants wishing to cancel their course registration (ECDC) and receive a refund for items other than Instructional Courses must submit a written request to [memberservices@ACRM.org](mailto:memberservices@ACRM.org). Instructional Courses are non-refundable. A cancellation fee of \$199 USD or 50% of the course fee, whichever is greater will be charged on cancellation requests received on or before 31 July 2021. No refunds will be made on or after 1 August 2021. Those who register as non-members retain their 6-month ACRM membership.

**COURSE CANCELLATION BY REGISTRANT FOR COGNITIVE REHABILITATION TRAINING (CRT), AND/OR EARLY CAREER DEVELOPMENT COURSE (ECD):** Registrants wishing to cancel their course registration (CRT, ECD) and receive a refund for items other than ICs must submit a written request to [memberservices@ACRM.org](mailto:memberservices@ACRM.org). ICs are non-refundable. A cancellation fee of \$199 USD or 50% of the course fee, whichever is greater, will be charged on cancellation requests received on or before 31 August 2021. No refunds will be made on or after 1 September 2021. Those who register as non-members retain their 6-month ACRM membership.

**TYPES OF PAYMENT:** Credit card (MasterCard, VISA, American Express, Discover), check/money order (U.S. funds only) made payable to ACRM, wire transfer for an additional \$25 fee.

**PAYMENT DECLINED:** If a credit card payment is declined or a check is returned, the registrant will be notified and an alternative method of payment will be requested. A \$15 USD processing fee will be applied for re-billing of a credit card and/or returned checks.

**FORCE MAJEURE:** In the event of a full or partial cancellation of the ACRM Annual Conference due to a natural disaster or other force beyond the control of ACRM, ACRM will refund registrations in proportion with the cancellation insurance proceeds it receives.

**RECORDING BY ATTENDEES:** Recording or photographing conference sessions by an attendee, panel discussions or sponsor exhibits is strictly prohibited.

**SOLICITATION:** By registering, you agree not to solicit vendors or exhibitors

**ETIQUETTE:** To make the conference experience an enjoyable event for all attendees, we ask that you keep the following in mind: Ensure that all comments within the online virtual networking are professional and respectful of all attendees and presenters.

**STATEMENT OF LIABILITY WAIVER — TERMS OF REGISTRATION:** ACRM or any other conference sponsor claims no liability for the acts of any suppliers at or to the meeting, or for the safety of any registrant while in transit to or from this event. ACRM shall not be liable for any delays or failure in performance or interruption of services resulting directly or indirectly from any cause or circumstance beyond the reasonable control of the organization including but not limited to, acts of God, pandemic, acts of public enemy, war, accidents, fires, electrical failures, strikes, labor disputes, postal delays, explosions, governmental order or regulations.

ACRM reserves the right to cancel the conference or any function without liability. Registrants who purchased non-refundable airline tickets do so at their own risk. The total amount of any liability of ACRM will be limited to a refund of the registration fee.

By attending the conference, the registrant agrees to indemnify and hold harmless ACRM, other conference sponsors, their respective officers, directors, and agents, against all claims arising out of actions or omissions of the supplier, attendee, or other individual at or in connection with the conference except for ACRM's or any other sponsor's own gross negligence or willful misconduct.

ACRM or any other conference sponsor reserves the right to substitute an equally qualified speaker in case of an emergency or cancellation.

ACRM or any conference sponsor has no duty of due diligence with respect to presenters, exhibitors, or sponsors, and makes no endorsements of any presentation or product.

Sessions, events, and exhibits can only be attended by registered attendees.

**COMMUNICATION:** ACRM will assign registrants to the community groups according to the sessions that they sign up for. No action will be taken for registrants that are already part of the community group.