



## 2024 RIMS CANADA CONFERENCE POLICIES & PROCEDURES

**By registering for the 2024 RIMS Canada Conference (the Event), you hereby acknowledge and agree that you have read, understand, and will comply with the terms and conditions set forth in this Agreement.**

**If you are registering on behalf of another individual, it is your responsibility to ensure the person participating is aware of these terms and accepts them. By completing the registration on behalf of another individual you are warranting that you have made the Participant aware of these terms and that they have accepted these terms listed below.**

**COVID POLICY:** Currently, there are no COVID-19 vaccine mandates or requirements in place for RIMS Canada Conference. RIMS will follow all applicable communicable disease vaccination and/or testing requirements in place in Vancouver. RIMS will communicate the city's requirements to registrants as part of the registration process and will keep registrants informed of any changes to such policies.

Please access the following links for the latest information and be sure to check back for updates prior to arrival in Vancouver.

Travel to and within Canada: <https://travel.gc.ca/travel-covid>.

**RIMS Event Waiver and Release** – The Risk and Insurance Management Society, Inc. (RIMS) has taken steps to help reduce the risk of the spread of COVID-19. However, COVID-19 is understood to be contagious and spread mainly by person-to-person contact. Therefore, attending any in-person event with others, including your attendance at 2024 RIMS Canada Conference (“Event”), could increase your risk of contracting COVID-19. RIMS cannot guarantee that you will not contract COVID-19 or any other illness.

By registering for this Event, you agree to comply with any procedures put in place by RIMS, including, but not limited to, social distancing, always wearing a mask at the Event site, providing proof of vaccination, and not attending the Event if you are feeling unwell or are exhibiting signs or symptoms of illness.



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You further acknowledge and agree to the following Release and Waiver of Liability:

You agree that you are fully aware of the risks associated with COVID-19 and voluntarily assume any risk of exposure to or infection by COVID-19 or any other communicable illness at the Event and that such exposure could result in personal injury, illness, hospitalization, or death. You understand that, despite any steps RIMS may have taken to limit risk, you may be exposed to COVID-19 or other communicable illnesses as a result of the actions, omissions, or negligence of others, including other Event attendees, RIMS staff, or Event vendor employees.

You knowingly and voluntarily assume such risks, known and unknown, relating to attendance at the Event and hereby forever release, waive, discharge, relinquish, hold harmless, and covenant not to sue RIMS or its officers, directors, managers, employees, agents, contractors, or other representatives, or their successors or assigns (collectively, "RIMS"), from any and all claims, losses, damages, liabilities, costs and expenses of any kind, whether known or unknown ("Damages") arising out of or relating to your attendance at the Event, including, but not limited to those Damages related to the risks listed above of personal injury, illness, hospitalization, or death, or any other loss, and including but not limited to alleged claims of acts, omissions, or negligence of RIMS.

**Membership Status and Pricing** – RIMS will assign the lowest possible registration rate based on your membership status and category. RIMS members must be in good standing (dues are up to date) at the time of registration and at the time of the event. If someone registers as a member and their membership expires prior to the event, RIMS has the right to adjust the registration fee to non-member status and issue a balance due for the difference in member to non-member fees. If a registrant does not renew their membership or pay the non-member rate differential, their registration status will be changed from "confirmed" to "pending."

- Advance Registration Rates end August 18, 2024; Regular Rate ends October 5, 2024. Onsite Rate begins October 6. Registration deadlines are based on Eastern Time Zone
- Registration processed online beginning October 6, 2024, will be charged the Online Onsite Rate, and registration processed at the registration counter onsite at the Vancouver Convention Centre will incur a US \$50 processing fee.



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**Promotional Codes and Discount Codes** - RIMS will void promotional and discount codes if the registrant is not the authorized user. Registration status will be "pending" until the appropriate fee has been paid. Combining promotional and discount codes is prohibited and cannot be combined with any other offers. One offer per registration transaction.

**DIVERSITY & INCLUSION** – RIMS is driven to empower us all to build a highly diverse, equitable, and inclusive culture of belonging in our global risk community. RIMS Canada Conference is designed to welcome everyone of all backgrounds.

**Conference Code of Conduct**- RIMS is dedicated to providing a harassment-free Event experience for everyone, including speakers, sponsors, exhibitors, staff, vendors, and attendees. We do not tolerate unacceptable behavior by conference participants in any form.

“Unacceptable behaviors” include intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct by any participant at the Event or related events.

“Harassment” includes offensive verbal comments, stalking or following, harassing photography or recording, sustained disruption of talks or other events, or inappropriate physical contact.

If a participant is asked to stop any unacceptable behavior, the participant is expected to comply immediately. If a participant does not comply, he or she may be asked to leave the Event without a refund at the sole discretion of RIMS.

We encourage you to help us create a positive Event environment for everyone and ask you to be mindful of your surroundings and of your fellow participants. Please alert conference staff if you notice a dangerous situation, see someone in distress or have any concerns.

**Prohibited Conduct** - Disruptive Conduct. You acknowledge and agree that RIMS reserves the right to remove you from the Event if RIMS, in its sole discretion, determines that your participation or behavior creates a disruption or hinders the enjoyment of the Event content by other attendees.



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**Recording, Live Streaming, and Videotaping.** Participants may not record or broadcast audio or video of sessions during the Event.

**Unethical/Non-Compliant Business Practices.** RIMS reserves the right to deny participation to anyone who engages in or is reputed to engage in unethical or non-compliant business practices.

**Photography** - Photographs may not be taken of any sessions, booth or product other than your own except by the press or the official photographer designated by RIMS.

**Photo/Video Release** - By registering and participating in the Event, you acknowledge and accept that photographs or videos taken of you by the Risk and Insurance Management Society, Inc. (RIMS) or its service providers, may be used for promotional materials of RIMS, including but not limited to use in annual reports, magazines, future conference programs or other promotional material, and on the Internet by RIMS and its service providers. RIMS reserves the right to publish the names of Event participants in production materials and on the Internet by RIMS and its service providers. Attendee shall have no right of approval, no claim to financial compensation, and no other claim arising out of such use of the attendee's name, likeness, image, voice, statements, and/or surroundings.

**Video & Hybrid** - Videotaping and hybrid events (including webcams, webinars, and streaming video content) are prohibited inside the Vancouver Convention Centre unless you have written permission from the RIMS Chief Executive Officer or RIMS Chief Events and Sales Officer. In the event that RIMS authorizes videotaping and use of equipment, videos may not be taken for any exhibitor booth or product other than that of your own company, except by approved press or the official videographer designated by RIMS.

### **RIMS Respects Your Privacy**

**Mailing List:** RIMS provides the attendee mailing list to exhibitors for a one-time usage (no emails included). If you wish to be excluded from the mailing list, check the respective box during the registration process.



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**Demographic and Contact Information** - Your name, address, phone number, email address, and individual and company demographic information are part of your registration. If you attend a sponsored session/event, you will be releasing your information to that exhibitor/sponsor.

By registering or attending the Event, you give permission for your contact information to be shared with associated third-party vendors and sponsors and be included in the RIMS attendee list.

**BADGE ETHICS, COUNTERFEITING & THEFT** - Only individuals registered for this conference and wearing the proper badge will be admitted to education sessions, RIMS meal functions, and receptions. For security and safety, badges must be worn at all times.

Anyone found to be counterfeiting, copying or sharing conference name badges, or using a guest badge when s/he is not eligible for a guest badge, may be subject to sanctions up to and including removal from the conference and revocation of RIMS membership registering to this event, you have read and agree to all terms and conditions stated above. Please note, acceptance also includes an acceptance of 2024 RIMS Canada Conference Policies & Procedures.

**Badge Reprint** - A US \$100 non-refundable fee will be charged to replace a badge for any reason, including lost or stolen badges.

### **Hotel Reservations and Cancellation Policies**

RIMS has negotiated special rates for attendees. Hotel accommodation is available exclusively to registered attendees until September 3, 2024, based upon availability.

Registration is not required prior to reserving a room. However, RIMS Canada will be cross-checking housing lists against registered attendees. Your registration confirmation will also contain the direct links to secure accommodations for the RIMS 2024 Canada Conference.

**Room reservations are subject to cancellation if not registered for the RIMS 2024 Canada Conference by September 3, 2024.**



## **2024 RIMS CANADA CONFERENCE POLICIES & PROCEDURES**

Connections Housing is the only authorized Housing Bureau for the 2024 RIMS Canada Conference. Any inquiries, changes or cancellations should be directed to the Connections Housing Team (**not the RIMS office**) at [RIMSCanada@connectionshousing.com](mailto:RIMSCanada@connectionshousing.com), or by calling **+1 404-378-6024**.

RIMS is not responsible for hotels or rates offered by travel agents or other organizations who say they are speaking on behalf of RIMS. To avoid potential problems with your reservation, please confirm your hotel accommodation today.

Don't be a no-show! Failure to arrive on a confirmed arrival date will result in forfeiture of one night's room and tax and loss of your entire room reservation. If you need to cancel your hotel reservation, please contact Connections Housing at [RIMSCanada@connectionshousing.com](mailto:RIMSCanada@connectionshousing.com).

A reservation will only be considered canceled with a cancellation number from Connections Housing or the hotel. Do not contact RIMS offices for hotel reservations or cancellations.

**Payment Instructions - RIMS' HST/GST registration # 89860 9441 RT0001**

**Payments accepted: RIMS Canada accepts VISA, MasterCard, or ACH/Wire Transfer in Canadian dollars drawn from a Canadian bank for payment of registration fees. (NO cheque payments)**

Phone, mail, and faxed registrations will incur a CAD \$50 non-refundable service fee and must include a valid credit card payment. notice to pay by bank transfer will not be processed. Faxed submissions with credit card payments are typically processed within 3-5 business days. RIMS reserves the right to charge the credit card for the actual amount due based on registration data and membership status regardless of what you have selected.

To avoid the service fee, register online at [www.RIMS.org/RegisterCanada](http://www.RIMS.org/RegisterCanada). Options to pay by bank transfer are available online. Please note: Registration is pending until payment is received.

Online Registrations completed with credit card payment are processed immediately. After



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**October 2, 2024**, RIMS cannot guarantee bank transfer payments will be processed prior to your arrival at RIMS Canada and you may be asked to provide payment onsite. It is recommended that late registration with credit card payment should be paid onsite at the Vancouver Convention Centre.

### **Bank Transfers**

All conference fees are due in Canadian Funds (CAD) and are subject to applicable HST/GST taxes. Payments accepted: ACH/Wire Transfer or credit card. (NO cheque payments)

ACH/Wire Transfers should be made payable to: "Risk and Insurance Management Society, Inc."

### **Wire Transfers/ACH Payments:**

#### **Beneficiary Name & Address:**

Risk and Insurance Management Society, Inc.  
1407 Broadway, 29th Floor  
New York, NY 10018, USA

**CDN Beneficiary Account #:** 5528066

**Branch #:** 10202

**Institution #:** 004

**Beneficiary Bank:** TD Canada Trust

**Address:** 55 King St W. Main Floor  
Toronto, ON M5K 1A2  
Canada

**Bank Swift Code:** TDOMCATTOR

**If the transfer is in US dollars, you may need to provide the following information from our US Correspondent Bank:**

**Settlement to:** Bank of America, New York



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**Swift:** BOFAUS3NXXX

**Fedwire ABA#:** 026009593

Your bank must include your name and registration badge number with the transmittal. Without this information, we may not be able to properly credit your account.

RIMS is not responsible for delayed mail or incorrectly addressed correspondence. Please note: Registration is pending until full payment is received.

### **Onsite Registration Policies and Procedures**

RIMS Canada accepts VISA, MasterCard. Corporate/personal/travelers cheque in Canadian dollars drawn from a Canadian bank are only accepted onsite at the Vancouver Convention Centre.

**Please note: Onsite registration fees are non-refundable.**

Registration materials will be released only to the individual whose name appears on the badge. Photo identification (driver license or passport) or credit card will be required. Business cards are not an acceptable form of identification. Badges are non-transferable.

### **Cancellations, Refunds and Downgrades**

- All registration cancellations must be in writing by emailing [RIMS\\_Regitration@goeshow.com](mailto:RIMS_Regitration@goeshow.com).
- Cancellations by August 18, 2024, will receive a full refund minus a \$100 cancellation fee plus applicable GST/HST, within 30 business days after the confirmation of receiving the request.
- Cancellations after August 18, 2024, are nonrefundable.
- Downgrade requests must be received no later than August 30, 2024, and the downgrade fee is \$100. Request must be sent to [RIMS\\_Registration@goeshow.com](mailto:RIMS_Registration@goeshow.com). Downgrade requests received after August 30, 2024, will not be processed
- All administrative fees and additional registration items such as the opening party tickets and continuing education credit are non-refundable.





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- If RIMS cancels or postpones the Event, attendees can transfer their registration fee to another RIMS event within the next 12 calendar months at no additional cost.
- Attendees who do not attend the Event and/or do not contact RIMS via written correspondence during the set window as directed above will be responsible for the full attendee registration fee.
- RIMS reserves the right to cancel the Event if force majeure conditions warrant. In the event of such a cancellation, registration fees will be refunded.

\*Policy subject to change.

### Substitutions

- All registration downgrades must be submitted in writing by emailing [RIMS\\_Registration@goeshow.com](mailto:RIMS_Registration@goeshow.com).
- Substitution of registrations is permitted prior to the Event and will include an administrative fee of CAD \$75 plus Applicable GST/HST fee. Send the name of the registrant and the substitute attendee's name and contact information.
- Transfer requests must be received no later than October 2 and must be sent by email to [RIMS\\_Registration@goeshow.com](mailto:RIMS_Registration@goeshow.com). Substitution requests received after October 2 will not be processed. Substitution requests must be submitted and completed onsite at the registration counter with a hard copy of the substitution letter and pay an onsite fee of CAD \$100.00 plus applicable GST/HST fee.
- Only one substitution is permitted per original registrant.
- If a RIMS member transfers their registration to a nonmember, the nonmember must do one of two things: Pay the difference of the RIMS member and nonmember price at the time of the transfer or become a RIMS member at the time of transfer.

**Sessions** - Please register in advance for the sessions and special events that you wish to attend.



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Although sessions are on a first-come, first-served basis, completing your selections in advance helps RIMS assign each session a size-appropriate room to accommodate all interested participants.

Changing your session selections may be done online by editing your registration at [www.rims.org/ASCCanada](http://www.rims.org/ASCCanada) (Login is required).

**Events** - Only individuals registered and badged may attend conference events. Attendees must have an appropriate badge to attend educational sessions, breakfasts and luncheons and to enter the Exhibit Hall. Individuals must be age 19+ in order to participate in the RIMS Canada Conference and attend all related events.

### **Sunday Opening Reception Ticket – CAD \$150**

Each attendee is allowed to purchase tickets for colleagues to access the Sunday Opening Party. This ticket **does not include** access to any other Conference event. Access to the Sunday Opening Party is limited to people 19 years of age and older.

**Use of Site Material** - The contents of the Event website are protected against unauthorized use in the United States and other countries by copyright and other intellectual property laws. RIMS authorizes you to view and download a single copy of the material on this website solely for your personal, noncommercial use. You must retain all copyright and other proprietary notices contained in the original material on any copy you make of the site material. You may not sell or modify our site material or reproduce, display, publicly perform, distribute, or otherwise use the material in any way for any public or commercial purpose. The names, marks, and logos appearing on this website are, unless otherwise noted, trademarks owned by or licensed to RIMS. The use of these marks, except as provided in these terms and conditions, is prohibited. If you violate any of these terms, your permission to use the site material automatically terminates and you must immediately destroy any copies you have made of the material.

### **RIMS Outboarding Policy**

Outboarding is defined as any non-permanent exhibit, demonstration, event, or branded activity that lasts for more than one day during RIMS Canada Conference 2024, and events and



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activities that occur outside of contracted space with RIMS. This includes events at hotel suites, meeting rooms, ballrooms, restaurants, clubs, etc.

RIMS Canada Conference 2024 is organized so that the industry partners can showcase and demonstrate their latest products and services, meet with existing clients, and generate new leads. Nearly 10,000 delegates attend RIMS Canada Conference, and our sponsors and exhibitors work hard to accomplish their goals: brand recognition and business development. However, the integrity of the show is diminished, and the value becomes diluted when companies seek - in an unofficial capacity - to “piggyback” off RIMS Canada Conference without directly partnering with RIMS.

Outboarding is unethical, and unfair and should not be enabled or tolerated in any capacity. RIMS works diligently to protect our exhibitors’ and sponsors’ investment in the conference by taking a firm stance against outboarding. We encourage official exhibitors to host parties and special events to enhance RIMS Canada Conference before and after show hours, but these activities should never be functions that compete against those who are making an additional investment in their brand at RIMS. During show hours, it is strictly prohibited to conduct education inside of meeting rooms or to promote any activity that directly competes with RIMS Canada Conference 2024. Sponsorship activation spaces and cafes within the confines of the RIMS space are opportunities to position brands and offer customers heightened experiences.

Companies who outboard inconvenience attendees and hurt the overall industry. Outboarding violates RIMS policy and goes against the International Association of Exhibitions and Events (IAEE) guidelines and best practices. When RIMS determines that outboarding has occurred, RIMS will enforce the rule against the participating company and may impose penalties for violations.

RIMS offers a variety of opportunities outside of the exhibit hall, including suites, hotel rooms, convention center spaces, and event venues. We are committed to working with any industry entity to help our partners achieve their strategic goals as it relates to the risk and business insurance disciplines.

**TO OUR MEMBERS AND ATTENDEES:** we ask that you decline invitations that conflict with official RIMS activities and programming, and that you report violations to RIMS. The more that



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these unsupportive competing events take place, the more it erodes the integrity of the RIMS Canada Conference. It is important to remember that all of these events exist because of the RIMS Canada Conference. Any company that is not exhibiting or sponsoring the conference is “coat-tailing” off of the RIMS experience, often in an aggressive manner with guerilla marketing efforts purposefully intent on detracting from RIMS. These practices damage the RIMS experience, and the partners and companies that significantly invest in the entire industry by participating in RIMS. Thank you for your support to RIMS and for your efforts to stop these damaging practices.