



## **2025 RIMS CANADA CONFERENCE POLICIES & PROCEDURES**

**By registering for the 2025 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 warrant that you have made the Participant aware of these terms and that they have accepted the 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 Calgary. 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 Calgary.

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

**RIMS Canada Conference 2025 Liability Waiver for Attendees** - On behalf of attendee and attendee's personal representatives, attendee hereby releases and indemnifies RIMS (including but not limited to their board, agents, servants, representatives, employees, subsidiaries, affiliates, partners, predecessors, successors, assigns, insurers, and all persons, natural or corporate, in privity with any of them), and all of RIMS past, present and future officers, directors, servants, representatives, employees, subsidiaries, affiliates, partners, predecessors, successors and assigns, and all persons, natural or corporate, in privity with any of them (all collectively referred to as "**Released Parties**") from any and all liability and claims or causes of action of any kind whatsoever, whether based in contract, tort, regulation, at common law or by statute for property damage, personal injury, or death that may arise while participating in the RIMS Canada Conference 2025, activities, it being intended by the parties hereto that all claims of any kind or character are released.

**THE RELEASES AND INDEMNITIES STATED IN THIS AGREEMENT ARE SPECIFICALLY INTENDED TO OPERATE AND BE APPLICABLE EVEN IF IT IS ALLEGED OR PROVED THAT ALL OR SOME OF THE DAMAGES BEING SOUGHT WERE CAUSED AS A WHOLE OR IN PART BY ANY ACT, OMISSION, NEGLIGENCE, GROSS NEGLIGENCE, BREACH OF CONTRACT, INTENTIONAL CONDUCT, VIOLATION OF**



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### **STATUTE OR COMMON LAW, BREACH OF WARRANTY, PRODUCT DEFECT, STRICT LIABILITY, OR ANY OTHER CONDUCT WHATSOEVER OF RIMS, ITS BOARD OF DIRECTORS, OFFICERS, EMPLOYEES, AND REPRESENTATIVES**

Specifically relating to the global COVID-19 pandemic, the attendee acknowledges the highly contagious nature of COVID-19 and voluntarily assumes the risk of exposure or infection by attending the RIMS Canada Conference 2025, and that such exposure or infection may result in personal injury, illness, disability, and/or death to the attendee. Attendee understands that the risk of becoming exposed to or infected by COVID-19 at RIMS Canada Conference 2025 may result from the actions, omissions, or negligence of others who may attend the event or their families, colleagues, or others with whom they may have contact. Accordingly, the attendee understands and agrees that this release includes any claims based on the actions, omissions, or negligence of RIMS, its employees, agents, and representatives, whether a COVID-19 infection occurs before, during, or after participation in RIMS Canada Conference 2025.

In addition to all other rules and regulations relating to the attendee's attendance at RIMS Canada Conference 2025, attendee agrees to comply with all COVID-related procedures that may be implemented by RIMS and [EVENT VENUE], including, but not limited to, mask-wearing and social distancing requirements and restrictions on certain activities that carry higher COVID-related risk, in order to protect as much as possible the health and safety of all RIMS Canada Conference 2025, attendees.

**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.



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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.

**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.

### **For the safety of our attendees, the following items are prohibited at the RIMS CANADA CONFERENCE:**

- Firearms (functional and replica)
  - Including airsoft, BB, cap, paintball, pellet, and toy guns
- Weapons (functional and replica)
  - Including knives of any type or size, projectiles, blunt weapons, and chemical substances (such as mace or pepper spray)
- Explosive devices or material
  - Including fireworks of any kind, incendiary devices such as flares, ammunition, or any other dangerous material.
- Noise makers
  - Including air horns
- Banners or pamphlets
  - Including any material deemed disruptive to the event
- Personal drones or unmanned aerial vehicles (UAVs)
- Motorized or non-motorized vehicles
  - Including bikes, skateboards, and scooters
- Anything deemed inappropriate or unsafe for the venue by RIMS, law enforcement, or security personnel



## **2025 RIMS CANADA CONFERENCE POLICIES & PROCEDURES**

**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.

**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 2025 RIMS Canada Conference Policies & Procedures.

**Badge Reprint** - A US \$250 non-refundable fee will be charged to replace a badge for any reason, including lost or stolen badges.

**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 Calgary TELUS 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.



## **2025 RIMS CANADA CONFERENCE POLICIES & PROCEDURES**

### **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.

**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.

### **Exhibition Policy/No Suitcasing**

Any conference visitor who is observed to be soliciting business in the aisles or other public spaces, in another company's booth, or in violation of any portion of the Rules and Regulations, will be asked to leave immediately. Additionally, penalties may be applied. Please report any violations you may observe to Show Management. Show Management recognizes that suitcasing may also take the form of commercial activity conducted at an official RIMS sanctioned event. For the purposes of this policy, suitcasing violations may occur at venues other than the exhibition floor and at other events.

### **RIMS Outboarding Policy**

Outboarding is defined as any non-permanent exhibit, demonstration, event, or branded activity that lasts for more than one day during 2025 RIMS Canada Conference, and events and activities that occur outside of contracted space with RIMS. This includes events at hotel suites, meeting rooms, ballrooms, restaurants, clubs, etc.

2025 RIMS Canada Conference 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 1,500 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.



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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 2025 RIMS Canada Conference. 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.

### **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 Calgary TELUS 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.

**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.



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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.”

**Please note:** To receive the member rate, you must be an active RIMS member at the start of the conference. Your membership status as of the conference's start date determines the registration fees charged. Membership applications are not processed onsite during the conference.

- Advance Registration Rates end August 1, 2025; Regular Rate ends September 13, 2025. Onsite Rate begins September 14, 2025. Registration deadlines are based on Eastern Time Zone
- Registration processed online beginning September 14, 2025, will be charged the Online Onsite Rate, and registration processed at the registration counter onsite at the Calgary TELUS Convention Centre will incur a US \$50 processing fee.

**Promotional Codes and Discount Codes** - The use of a promo code and a discount code is only valid at the time of the initial purchase or registration. Refunds will not be authorized for existing registrations where the special offer was received after the initial purchase. Discounted registration fees cannot be combined with a discount code to further reduce registration costs. Limit one (1) special offer/reduced fee/discount code per registration.

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.

**Speaker Registration** - As a speaker, you are entitled to complimentary registration for the day you are speaking, and you have the option to upgrade your registration to a full conference badge for a discounted fee of CAD \$500.00. The speaker full conference pass will give speakers access to the entire conference (opening night reception, exhibit hall, plenaries, and concurrent sessions).

Should you cancel your speaking engagement, RIMS will cancel the speaker registration, and you are responsible for canceling your hotel accommodation. You can email [RIMS\\_Registration@goeshow.com](mailto:RIMS_Registration@goeshow.com) to update your registration as an attendee and pay the balance due.



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

RIMS has negotiated special rates for attendees. Hotel accommodations are available exclusively to registered attendees until **August 14, 2025**, based on availability.

While registration is not required prior to reserving a room, RIMS Canada will be cross-checking the housing list against registered attendees. Your registration confirmation will also include direct links to secure accommodations for the RIMS 2025 Canada Conference. **Please note room reservations are subject to cancellation if registration is not completed by August 14, 2025.**

**Connections Housing** is the only authorized housing bureau for the 2025 RIMS Canada Conference. All inquiries, changes, or cancellations must be directed to the Connections Housing Team—not the RIMS office—at **RIMSCanada@connectionshousing.com** or by calling **+1 404-378-6024**.

RIMS is not responsible for hotel accommodations or rates offered by travel agents or other organizations claiming to represent RIMS. To avoid any issues with your reservation, we encourage you to confirm your accommodation as soon as possible.

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

A reservation is only considered canceled once you receive a cancellation number from Connections Housing or the hotel. **Please do not contact the 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.



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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 **September 8, 2025**, 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 Calgary TELUS 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:**



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

**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 correspondence that is incorrectly addressed. Please note: Registration is pending until full payment is received.

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

- All registration cancellations must be in writing by emailing [RIMS\\_Regitration@goeshow.com](mailto:RIMS_Regitration@goeshow.com).
- Cancellation requests received on or before August 8, 2025, will receive a full refund minus a CAD \$100 cancellation fee plus applicable GST/HST, within 30 business days after receipt of the request.
- Cancellation requests received after August 8, 2025, are nonrefundable.
- All administrative fees and additional registration items, such as the opening party tickets and continuing education credit, are non-refundable.
- All registrations processed onsite at the convention centre are not refundable.
- 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.
- 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.
- 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 substitutions and downgrades must be submitted in writing by emailing [RIMS\\_Regitration@goeshow.com](mailto:RIMS_Regitration@goeshow.com).
- On or before September 10, 2025, substitution of registrations is permitted and will include an administrative fee of CAD \$75 plus the applicable GST/HST fee. All requests must be sent by email



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to [RIMS\\_Registration@goeshow.com](mailto:RIMS_Registration@goeshow.com), including the name of the registrant and the substitute attendee's name and contact information.

- After September 10, 2025, all substitution requests will not be accepted for processing and must be submitted and completed onsite at the registration counter, accompanied by a hard copy of the substitution letter, and a CAD \$100.00 onsite fee plus the applicable GST/HST fee.
- Only one substitution is permitted per original registrant.
- If a RIMS member transfers their registration to a non-member, the non-member has two options: either pay the difference between the RIMS member registration fees and the non-member registration fees at the time of the transfer, or become a RIMS member. **Please note:** To receive the member rate, you must be an active RIMS member at the start of the conference. Your membership status as of the conference's start date determines the registration fees charged. Membership applications are not processed onsite during the conference.
- If a non-member transfers their registration to a RIMS member, the price difference between the non-member and the RIMS member will be refunded, provided the request is received on or before August 8, 2025. After this deadline, no adjustments or refunds will be issued for the registration fee difference.

### Downgrades

- Downgrade requests must be received by August 30, 2025, and are subject to a CAD \$75 fee. Request should be sent to [RIMS\\_Registration@goeshow.com](mailto:RIMS_Registration@goeshow.com). Any downgrade requests received after August 30, 2025, will not be processed.
- Additionally, downgrade requests received after August 8, 2025, will not be eligible for a refund of the price difference.

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



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**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.

**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 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.