

Virtual Workshops & Courses Registration Terms & Conditions*

Refunds/Cancellations

Requests for cancellations and/or refunds will be accepted until 10 days before the event start date and a 20% administrative fee will be deducted. Please note that this fee will be incurred for all cancellation/refund requests regardless of when they are received. Once a registration has been charged to a credit card, AASHE is not able to change the credit card used for payment. Refunds will be credited using the original method of payment less the cancellation fee. Cancellations received after the cutoff date will not be refunded for any reason. Refunds will not be issued for no-shows.

No Substitutions

We do not allow substitutions on registrations. If you are unable to attend, you will need to cancel your registration by the Cancellation Deadline.

Member/Non-Member Rate

AASHE members receive a discounted registration rate, which is the lower rate for the event. If you are a member, please select "Member Registration" and the discounted rate will automatically be applied to your registration. You may search the [AASHE membership directory](#) to see if your institution or company is a member. Please use the email address associated with your membership to register. Registration is based on the current status of membership (at the time of registration). If an organization becomes a member subsequent to registration, no refunds will be issued.

Payment Policy

Payment must be received in full before registrants will be granted access to the program. Fees for AASHE-sponsored activities are not tax-deductible as charitable contributions but may be deductible as ordinary business expenses. AASHE reserves the right to charge your credit card if the amount paid was incorrect.

If paying by check, please ensure your check is received by AASHE within 2 weeks of the conference start date to guarantee access. Please include a copy of the invoice or confirmation email with your check and mail to:

**No overnight courier to this address.*

AASHE
P.O. Box 824583
Philadelphia, PA 19182-4583

Domestic ACH Details:

ABA: 021052053
Account: 63578097
Please email ACH EDI Reports to finance@ashe.org.

Currency Exchange Rate Disclaimer: AASHE only accepts payments in US dollars. Participant confirms acknowledgment and acceptance of a potential gain/loss incurred by any adjustments made



by their bank due to the currency exchange rate. AASHE will not be liable or responsible for any loss incurred by the Client/Cardholder from an adjustment made due to the currency exchange rate.

Special Offers/Discount Codes

Use of discount codes is only valid at the time of the initial purchase/registration. Refunds will not be authorized for existing registrations where the special offer was received after the initial purchase. Discount codes cannot be applied to already reduced/discounted registrations including Presenter or other discounts.

Registration Confirmations

Confirmations are auto-generated and sent to the email address provided during the registration process. If you did not receive your confirmation, please contact:

Email: education@aashe.org

Phone: 888-347-9997 ext. 124 (9:00 a.m. – 5:00 p.m. ET, Monday – Friday)

Consent Clause

Registration, attendance at, or participation in any AASHE Workshop, Course, and other professional development activities constitutes an agreement by the registrant to the use and distribution (both now and in the future) of the registrant or attendee's image or voice in photographs, videotapes, electronic reproductions, and audiotapes of such events and activities by AASHE and other third parties, including but not limited to the online platform or streaming software utilized. Your registration may include technology that monitors your activities throughout the meeting, such as session attendance, public chats, Q&A during sessions, and booths visited.

Code of Conduct

AASHE is committed to providing a safe and welcoming environment for all participants in our virtual events, regardless of race, ethnicity, gender, sexual orientation, age, disability, physical appearance, body size, experience, or religion (or lack thereof). We expect everyone associated with our programs (including attendees, AASHE staff, Sponsors, and platform staff) to act responsibly, behave courteously, and respect the rights and dignity of others at all times while in attendance.

The following actions are prohibited:

- Harassment or intimidation by words, gestures, or body language
- Verbally abusive behavior, including angry or vulgar language, swearing, name-calling, or shouting
- Sexually explicit conversation or behavior

AASHE reserves the right to warn the offender or remove anyone deemed to be in violation of this Code of Conduct with no refund. Participants asked to stop any harassing behavior must comply immediately or face expulsion.

If you are being harassed, notice that someone else is being harassed, or have any other concerns, please contact a member of AASHE staff immediately. Contact information for AASHE Staff members will be shared with all participants prior to and during the event.

General Event Policies

Registration fees are not tax-deductible as charitable contributions but may be deductible as ordinary business expenses.

AASHE is not responsible for loss, damages, or injury to persons or property as a result of attending this event. This also applies to any other related events if and to the extent you may be eligible to attend as part of your registration.

Confidentiality, Privacy & Participant List Disclosure

By registering, you agree to accept communications from AASHE. These notifications may include emails, text messages and push notifications.

AASHE does not sell or share Participant registration information with third parties. The use of member and guest contact information to establish independent data files or compendiums of statistical information is prohibited. If follow-up correspondence or surveys are distributed post-event they must be sent by an AASHE representative.

During a virtual event, Participants may request to be contacted by an Exhibitor. By making this request, they are agreeing to share their personal contact information with the Exhibitor and allowing the Exhibitor to contact them.

Other Participants can view the profile information you supply in the virtual platform, but will not have access to your personal email address, or any other contact information about you unless you choose to explicitly provide it to them in your online posts, messages, meeting invitations, or another vehicle of your choice. Your usage of these features is bound by our Code of Conduct.

In order to comply with global data privacy laws, AASHE imposes certain restrictions on the use of multimedia (i.e., photography, video, audio, online streaming, and all future mediums). Participants may not record or broadcast audio or video of sessions of AASHE-sponsored activities. Participants are encouraged to capture their experiences and post their own social content, provided it does not defame other Participants or infringe on copyrighted AASHE branding and content.

AASHE leverages social media to post real-time photos and videos to its Social media feeds and display select submissions from those feeds on screens throughout the virtual platform/venue.

Presentation Materials

You may receive access to AASHE and third-party licensed content ("Presentation Materials"). AASHE is not liable for the information in the Presentation Materials. You may use these presentations as well as session audio/video recordings where available solely for your own internal, non-commercial purposes. Unauthorized distribution (via sales, copying, posting on internet/intranet) is expressly forbidden.

Language

The official language of AASHE programming is English. Simultaneous translation is not guaranteed.

*These terms and conditions are subject to change without prior notice.