



## ATTENDEE POLICIES

By registering for the SYNERGY Senior Dining & Hospitality Conference, you agree to accept and be bound by the following terms & conditions.

### GENERAL INFORMATION

The SYNERGY Senior Dining & Hospitality Conference (the "Event") is owned, organized, and produced by the Senior Dining Association (SDA) – located at 1234 Mann Dr., Suite 200, Matthews, NC 28105.

### ABOUT THE EVENT

In addition to the SYNERGY Conference website ([www.sdasynergy.com](http://www.sdasynergy.com)), the SDA website provides information regarding the Event which includes the Event description, dates, location, schedules, and important information for exhibitors and attendees.

### ELIGIBILITY TO ATTEND EVENT

#### **Age Requirement**

Children under the age of 18 may not attend the Event. Approval will not be granted on-site.

#### **Registration Data Collection & Processing**

The SDA collects registration information for the purpose of registering individuals to attend the Event. The categories of personal information that we collect for this purpose include name, title, company, address, phone number, and email address. Registration information will be used to process Event badges, send marketing emails in accordance with applicable privacy laws, send transactional emails, and correspondence directly related to Event registration. We may share registration information with third parties that are directly related to the event, subject to appropriate confidentiality and security arrangements, for purposes of show analysis, event production, event advertisement/marketing, press opportunities, and event hosting.

When you register for this Event, you acknowledge that your personal information will be processed by the SDA to complete your registration for, and facilitate your participation in, the Event. Contact the SDA directly for more information about how we process your personal information.

#### **Registering on Behalf of Someone Else**

If you are registering on behalf of anyone other than yourself, you represent that you are authorized to complete this registration, accept these policies on behalf of each prospective attendee that you register, and that the information you provide is accurate. You agree to be solely liable for damages as a result of any information you provide, including opting-in to receiving communications at another's email address. You agree to indemnify and hold harmless Event owners/producers, their officers, directors, employees, agents and affiliates from all liability, damages, judgments, and costs (including reasonable attorneys' fees) for any claims brought by or on behalf of any third party arising from your conduct, misconduct, or negligence in completing this registration on another person's behalf. You agree to provide a copy of these policies to the attendee and agree to be jointly accountable for any violation of these policies by anyone you registered.

**Non-Exhibiting Industry Partners:** Non-exhibiting vendor representatives may attend as a conference registrant and must register in advance. Representatives of companies who have not purchased an exhibit space **will not be allowed** to show products, discuss services, distribute materials/handouts, or otherwise solicit business in the conference area. Violators will be escorted from the conference area and will not be permitted to re-enter for the duration of the conference. **No Refunds** will be given to violators.

### BADGES

Badges are for registered attendees only and must be worn at all times during the Event. All badges will be available for pick-up at the Event, they will not be mailed in advance. You will be required to show photo identification when collecting your badge on-site. Badge sharing or duplicating is strictly prohibited. The SDA reserves the right to deny access to the Event or confiscate badges at any time.

## **BADGE SCANNING**

### **Exhibitor Scans**

You may be asked to have your badge scanned at exhibit booths. The QR code on your badge does not contain personal information. However, when your badge is scanned you are authorizing the SDA to securely share the contact details you provided during the registration process with that exhibitor. The scan also confirms your intent to receive communications from that exhibitor. You will be subject to the communications and privacy policies of those exhibitors. Scanning of your badge is entirely optional.

### **Event Management Scans**

You agree that the SDA may monitor your choices with event participant tracking technology in order to better understand attendee interests and ensure our services meet attendee needs. The SDA will use this information internally in compliance with applicable laws.

## **CONDUCT DURING THE EVENT**

The SDA is committed to safety, diversity, social responsibility, and observing and promoting the highest standards of ethical conduct. The SDA requires that all Event attendees behave respectfully towards other attendees and Event staff.

By attending the Event, you agree to abide by all pertinent laws, ordinances, policies, rules, and regulations. You must comply with all reasonable instructions given by Event staff and security personnel. You will not behave in any manner as to endanger or injure persons or property at the Event, or in any manner objectionable to, detracting from or out of keeping with the character of the Event. The SDA reserves the right to immediately remove any attendee from the Event. If an attendee is removed or prohibited from the Event, that attendee will not be entitled to a refund of registration fees or any other fees and will remain liable for any damages caused by his actions.

### **ADA Service Animals**

Service animals as defined by the ADA are permitted at the Event. Any other live animals, including but not limited to, pets, emotional support animals, therapy animals, and animals used for demonstration are prohibited.

### **Alcohol/Tobacco/Drugs**

Alcohol may be consumed only in authorized locations at the Event for individuals of legal drinking age. Smoking, of any type, is strictly prohibited. Unlawful use, possession, dispensing, sale or distribution of any illegal drugs is strictly prohibited at the Event.

### **Weapons/Firearms**

No firearms, weapons, or replicas of any kind are permitted at the Event at any time.

### **Security Procedures**

It is important for the SDA to provide a safe experience for all Event attendees. Attendees must always follow the instructions of security personnel. The Event venue may be subject to video surveillance, maintained and kept by the venue.

### **Personal Mobility Devices**

Personal mobility devices not required to accommodate an individual disability (with or without motors) are not permitted at the Event. This includes Segways, hoverboards, skateboards, roller skates/blades, uni-wheels, scooters, and all similar products.

## **LIABILITY & PHOTOGRAPHY WAIVER:**

I agree and acknowledge that my participation in various Senior Dining Association ("SDA") events may give rise to occasional instances of loss or injury. Except to the extent that such instances may result from the negligence or misconduct of the SDA, I hereby waive and release any claims that I might have against the SDA and its employees, members and representatives. I understand that the SDA may, at its option, make photographs, videos or recordings of Conference/training events, which may include my likeness or participation, and reproduce them in the SDA news or promotional material, whether in print, electronic or other media, including the SDA website, [www.seniordining.org](http://www.seniordining.org). By participating in the SDA's events, I hereby grant the SDA permission to make, use and distribute such items, and I waive any rights to seek payment or compensation.

The SDA cannot assume any liability for adverse reactions to food consumed, items, or other individuals one may come in contact with while visiting the SDA conference & Expo related activities. Please inform the exhibiting company and/or service staff if you have any food/dietary allergies. They will make every effort to identify ingredients that may cause allergic reactions for those individuals with food allergies. Because of the number of different samples and meals served throughout the conference Expo and

various SDA activities, as well as the number of ingredients used, it cannot be guaranteed that every allergen in the food served will be identified and labeled. Consumers that are concerned with food allergies need to be aware of this risk.

#### **EXHIBIT DISCLAIMER**

Nothing contained in the exhibits represents the views or opinions of the SDA. The SDA does not accept liability of any kind with respect to the exhibits or any product or service referred to in the exhibits.

#### **CANCELLATION & REFUND POLICY**

Written requests for cancellation or refunds must be postmarked on or before March 15, 2022. NO REFUNDS will be given after March 15, 2022. E-Mail all cancellation notices to [lori@seniordining.org](mailto:lori@seniordining.org). The SDA has the right to cancel any registration for any reason deemed necessary by the association. Registrations will be refunded less a \$100 processing fee.

#### **AMENDMENT TO ATTENDEE POLICIES**

SDA shall have sole authority to promulgate, interpret, and enforce all rules and regulations and make any necessary amendments for orderly conduct at the expo. All matters and questions not covered by these regulations are subject to the decision of the SDA.

#### **HEALTH & SAFETY PROTOCOLS**

The SDA is committed to providing a safe environment for our attendees. The SDA will follow all hotel, local, state, and federal guidelines to ensure the safety our guests and the residents they serve. Additional safety details will be provided closer to the event dates.