By submission of your conference registration, you (Registrant) acknowledge acceptance of the following terms and conditions.

A. Registration Process and Payment Methods

1. Registrants will be able to select the early fee up until 11:59 pm EDT June 30, 2025. If payment has not been received by 11:59 pm EDT June 30, 2025, registrants will be charged the onsite fee. This applies to registrants submitting checks and/or credit card payments that are denied.

2. Conference registrations will not be confirmed until the online registration is completed and the correct payment is received and processed by APCO International. Registrants should obtain confirmation before committing to travel arrangements.

3. APCO International cannot be responsible for your spam filters blocking your confirmation email. Please be sure your spam filters will allow mail from APCO International and, Maritz, the registration provider.

4. Accommodation costs are not included in the conference registration fee. Attendees are responsible for making their own lodging arrangements.

5. **Purchase orders will not be accepted as a method of payment.** Payment must be made in US funds by company check, Visa, Master Card, Discover or American Express.

6. If you have already purchased a registration prior to signing up to volunteer, you will not be issued complimentary or reduced-priced day passes, and no credits or reimbursements will be offered in exchange for your volunteer hours.

7. Your APCO membership must be purchased and paid for prior to registering for the conference in order to qualify for member pricing. Refunds will not be given if membership is purchased after registering.

B. Cancellation Policy

1. If something comes up and you simply can't attend, cancellations and requests for refunds must be received in writing by 5:00 pm EDT June 30, 2025. Requests may be submitted via e-mail to APCO@maritz.com. Refunds will be processed less a $75 administrative charge.

2. **No refunds will be made after 5:00 pm EDT June 30, 2025, or for no-shows.**

3. Substitutions may be made at any time. If you wish to substitute a participant, please contact APCO@maritz.com at the earliest opportunity. Substitutions will be subject to a $25 administrative charge plus any difference in pricing.

4. All approved refunds will be made within 90 days after the Annual Conference.

5. There are no refunds for the exhibit hall only two day pass.

C. Conference Program and Presentations

1. APCO International reserves the right to make any changes to the program in its sole discretion. Every effort will be made to keep presentations and speakers as represented. However, unforeseen circumstances may result in the substitution of one or more presentation topic(s) or speaker(s).

2. APCO International makes no endorsements of any presentation or product. The views, opinions, displays and presentations by speakers, exhibitors and sponsors at the Annual Conference do not necessarily reflect those of APCO International.

3. Due to limitations imposed especially by certain plenary speakers, Registrants are to refrain from the audio- or videotaping of any presenters or speakers for any reason or purpose. APCO does not allow Artificial Intelligence software "bots" to attend our public or private events.

4. In the event that the Conference has to be cancelled, delayed, interrupted or the schedule altered due to events beyond the reasonable control of APCO International or the conference organizers, APCO International will not be held liable to Registrants for any damages, losses or costs incurred, including but not limited to transportation and accommodation costs. APCO International is not liable for changes in program date, content, speakers or venue.

D. Professional Decorum

1. Registrants are expected to behave in a professional manner. Obscene, unseemly, abusive or threatening behavior directed to any other person is not conducive to a collegial learning environment. APCO International reserves the right at its sole discretion to prohibit entry to any person to the Conference, or eject any person based on conduct or behavior deemed inappropriate by APCO International staff, its agents and others working under its authority.

E. Personal Liability & Waiver

1. Registrants voluntarily assume all risk to health and safety relating to the Annual Conference, whether occurring prior to, during or after the event. APCO International accepts no responsibility for injury, loss or damage of any kind to person or property.

2. Registrants agree to waive, release and hold harmless APCO International, its officers, directors, employees and agents, against any and all claims arising out of or in connection with the Annual Conference, except for APCO's own gross negligence or willful misconduct.

F. Media Release

1. APCO International may film, photograph, audio record or report in print on portions of the Conference, including lectures and interactions in common areas. These recordings may be archived and used for educational and commercial purposes. By attending, Registrant consents to APCO International's global and perpetual use of his or her name, photograph, recorded voice and statements ("Information") in whole or in part, in all media and/or distribution formats, now known and hereafter developed for any lawful purpose, including but not limited to marketing, advertising, publicity, educational, sales, trade, and promotional purposes, with no right of approval and no right to compensation. Registrant releases and discharges APCO International from and against any and all claims, damages, costs and/or other liability arising from or relating to use of the Information. APCO International shall be the exclusive owner of any and all rights, title and interest, including, without limitation, copyright, electronic and distribution rights, in and to any materials containing the Information created by or on behalf of APCO International, in any form.