



2020

Sponsor, Exhibitor, Advertising Cancellation, Refund, and Payment Information

The Congress of Chiropractic State Associations (ChiroCongress) reserves the right to cancel, convert to a hybrid in-person/virtual, or fully virtual event due to any circumstance which ChiroCongress determines would make the event impractical or impossible to hold.

ChiroCongress will not be responsible for reimbursement of any participant's expenses (including but not limited to: airfare, lodging, ground transportation, meals, etc.) related to the cancellation or postponement of an event.

If ChiroCongress cancels the event due to Force Majeure or circumstances outside of ChiroCongress' control...

- Sponsorships related to events that can only happen in-person (i.e., luncheon, dinner, etc.) will be refunded in full.
- Exhibitor booth fees will be refunded in full.
- Advertising fees will not be refunded if related to digital marketing and/or pre-purchased branded promotional items. Promotional opportunities that ChiroCongress can continue to provide through digital platforms (i.e., website, social media, email blasts, etc.) will be coordinated that best meets sponsor expectations.

If a Sponsor, Exhibitor or Advertiser Cancels...

- All cancellations **MUST** be submitted in writing; telephone requests **will not** be honored.
- Cancellations between the date of acceptance of the agreement by ChiroCongress and September 11, 2020 will incur a \$50 cancellation fee.
- Cancellations between September 12 and October 11, 2020 of Sponsorships, Exhibits, or Advertising will be refunded at 50%.



- Cancellations received after October 11, 2020 will result in a forfeit of the Sponsorship, Exhibitor or Advertiser fee.
- Eligible refunds will be processed within 60 days of receipt of written notice of cancellation.

If ChiroCongress Postpones the Event ...

- If the Conference is postponed due to a Force Majeure occurrence before the first day of the Conference, then ChiroCongress will reschedule the affected Conference, if and as practical under the circumstances, and fee(s) will be applied to the rescheduled Conference. If you are unable to attend the rescheduled Conference, then you may transfer fee(s) you paid, upon written notification to ChiroCongress management, towards another ChiroCongress Conference, which is scheduled to be held within 18 months from the date of the affected Conference.
- ChiroCongress reserves the right, at its discretion, to approve or deny such fee transfer requests. If there is a difference in the fees between the affected Conference and the alternative Conference, the difference will be charged or refunded, as applicable, on the credit you used to register for the affected Conference.

If ChiroCongress Converts to a Fully Virtual event...

If ChiroCongress converts the conference to a fully virtual event the following will apply:

- In-person sponsored events - Lunch, dinner, or event sponsorships that can only happen in-person will be refunded
- Branded Promotional Items that have already been purchased (i.e., name tags, lanyards, attendee gifts, signage, etc.) will not be refunded. The items purchased will be carried forward to be used at a future convention. If no items have been purchased at the time ChiroCongress converts to a fully virtual conference, a full refund will be processed
- ChiroCongress will work with sponsors individually to design a plan for advertising/exhibiting/promotion within the fully virtual event that best meets sponsor's expectations.



- Sponsors will be afforded first right of refusal for similar event(s) sponsorship(s) at the next regularly scheduled annual convention.

If ChiroCongress Converts to a Hybrid In-person + Virtual event...

If ChiroCongress converts the conference to a hybrid in-person/virtual event before the first day of the Conference no refunds will be granted. Exhibitors, sponsors, and advertisers will still enjoy the benefit of in-person participation at the conference. Virtual attendees will have access to digital marketing and promotions through event app, online marketing, pre and post event email blasts, social media pushes, etc.

ChiroCongress will work with sponsors individually to design a plan for advertising/exhibiting/promotion within the hybrid event that best meets sponsor's expectations

Force Majeure

If ChiroCongress is prevented from carrying out its obligations as it pertains to a sponsor, exhibitor, or advertiser agreement as a result of any cause beyond its control, or such the convention cannot be held or does not occur due to acts of God, strikes, labor disputes, government requisitions, restrictions or regulations on travel, hotel or facility availability, commodities or supplies, war or apparent act of war, terrorism, disaster, civil disorder, epidemic or pandemic, curtailment or restriction on transportation facilities, or any other comparable calamity, casualty or condition (collectively a "Force Majeure") ChiroCongress will refund the sponsor, exhibitor, or advertising fees as outlined above. However, ChiroCongress does not assume responsibility for any additional costs, charges, or expenses; including but not limited to, charges made for travel and lodging. Refunds will be processed within 60 days of notification.