



# Terms & Conditions

Please ensure you have read and agree to these terms prior to attending.

## Privacy Policy:

St. Paul's Hospital Continuing Medical Education Conference for Primary Care (SPH CME) is the sole owner of all information collected through its websites. Your personal information will not be shared with any external organizations. We do not sell, rent, or otherwise distribute your personal information to third parties or partners unless clearly stated.

We are committed to protecting the privacy and security of your personally identifiable information. Our website includes appropriate security measures to protect against loss, misuse, or unauthorized alteration of the information under our control.

## Photography:

By attending the SPH CME Conference, you acknowledge and consent to the possibility of being photographed, video-recorded, or audio-recorded during the event. These materials may include your recognizable image and may be used by SPH CME for:

- Event documentation and promotion in print and electronic media, including online platforms such as the SPH CME website and social media.
- Educational and marketing materials related to SPH CME activities.

By attending, you:

- Grant SPH CME the right to use any such images or recordings in which you appear, in whole or in part.
- Waive the right to inspect or approve any materials where your image or voice may be used.
- Transfer any rights you may have to the media captured and waive any applicable moral rights.
- Release and hold harmless SPH CME and its affiliates from any claims or liabilities related to the use of such media.

All photographic and recorded content becomes the property of SPH CME and may be used or distributed at its discretion.

## Assumption of Risks:

By attending the conference in person, you voluntarily assume all risks associated with potential exposure to COVID-19 and other infectious respiratory diseases.

You further acknowledge and agree:

- Participation in an in-person event increases the risk of exposure to illness, including COVID-19, and SPH CME cannot guarantee a COVID-19-free environment.
- SPH CME has implemented reasonable measures to mitigate these risks but cannot eliminate them entirely.



- Not to hold SPH CME, its organizing committee, affiliates, employees, contractors, exhibitors, sponsors, or volunteers liable for any illness, injury, or associated costs (e.g., travel, lodging) resulting from your attendance.
- You will not attend the conference in person if you are feeling unwell.

## Confirmation of Registration:

Confirmation of Registration and receipt will be provided electronically. You are advised to print a copy of your receipt. Your receipt will indicate whether you have registered for the in-person or virtual program. If you do not receive the receipt email, kindly check your JUNK/SPAM E-MAIL folder, or contact CONEXSYS Registration to resend: [support@conexsys.com](mailto:support@conexsys.com)

## Checking in for the Conference:

**In-Person:** You are required to check in with the Conference Registration Desk upon your arrival on-site to pick up your conference materials. Kindly note that by not checking in, your registration record will be adjusted accordingly, or will show as a non-participant, and a Certificate of Attendance will not be issued. To switch your In-Person registration status to Virtual ONLY, you must notify us and pay the \$100 switch processing fee. This will start the process of having the app track your attendance virtually and prevent having your printed name badge left unclaimed at the registration desk and marked as a non-participant.

**Virtual:** The conference program will be livestreamed via the 2025 SPH CME Conference web app. A week prior to the conference, you will receive an email app invitation with an individualized login. If you do not receive this email invitation, please contact the SPH CME Conference Office at [registration@stpaulscme.org](mailto:registration@stpaulscme.org)

You will be required to log in to join every half day session being livestreamed. Failure to do so will be noted on your registration record, resulting in non-issuance of the Certificate of Attendance and/or an adjustment of credit hours. Please note that the conference app will track your logged in duration for each session, and credits will not be issued for watching the recordings on demand after the conference.

**Optional Learning Session (In-Person Monday Workshop):** If you are confirmed to participate in the Monday Workshop, it will be detailed on your receipt. You are required to check in with the workshop registration desk upon your arrival on-site to pick up your name badge.

**Optional Learning Sessions (In-Person Lunch Workshops):** If you are confirmed to attend any of the lunch small group workshops, it will be detailed on your receipt. You are required to check in with the workshop registration/door staff.

## Cancellation and Substitution Policy:

**Cancelling Your Registration:** A refund will be made, less a \$150 processing fee, if cancellation is received in writing by **October 28<sup>th</sup>, 2025**. No refunds will be given after October 28<sup>th</sup>, 2025. The SPH CME Organizing Committee reserves the right to cancel the conference if necessary. Should this happen, every registrant will be notified by email and receive a full refund.

SPH CME Conference for Primary Care will not be responsible for any other costs incurred by participants, such as airline or hotel penalties.



**Cancelling the Monday Workshop – Optional Learning Session:** A refund will be made, less a \$75 processing fee, if cancellation is received in writing by October 28<sup>th</sup>, 2025. No refunds will be granted after October 28<sup>th</sup>, 2025.

**Cancelling the Optional Learning Lunch Workshop(s):** Please notify us in writing by October 28<sup>th</sup>, 2025. A refund will be issued, less a \$25 processing fee. No refunds will be granted after October 28<sup>th</sup>, 2025.

**Delegate Substitutions:** No processing fee applies. Registration details must be provided in writing to the SPH CME Conference Office by November 10<sup>th</sup>, 2025, to accommodate the name change. Note that the original confirmed registration type (In-person/Virtual) can not be changed.

**Change of Registration Status to Virtual Only:** A processing fee of \$100 will apply for a change of registration status from In-person to Virtual. A combined registration of In-person and Virtual cannot be accommodated – it must be one or the other.

## Past Certificate of Attendance:

The SPH CME Conference Office will provide duplicate copies of past Certificates of Attendance for up to two past conferences. A \$50 processing fee will apply for duplicate copies of more than two past conferences.