



## Registration and Cancellation Policies

Registration fees and categories are listed under the “[Registration](#)” section of [www.rims.org/RIMS2020](http://www.rims.org/RIMS2020).

- Upon registering, RIMS will verify your membership status to ensure the correct registration fee is charged, regardless of the category you have selected.
- The actual amount charged will be based on your membership category and any additional items you select on the date of registration.
- Third member discount submissions must meet the qualifying criteria, or you will be charged the Full Conference fee.
- To retain member pricing, membership dues must also be current and paid in full at the time of the conference to avoid paying a balance due.

### Registration Deadlines

<b>Advance Registration Rates:</b>	*November 12, 2019–February 14, 2020
<b>Regular Registration Rates:</b>	*February 15, 2020–May 1, 2020
<b>Onsite Registration Rates Applies:</b>	*May 2–6, 2020

\*Deadline dates are based on Eastern Time Zone.

### RIMS Registration Categories

Please review the [registration categories](#) page for complete details on each membership category.

### Promotional Codes and Discount Codes

RIMS will void promotional and discount codes if the registrant is not the authorized user. Registration status will be "pending" until the appropriate fee has been paid. Combining promotional and discount codes are prohibited and can't be combined with any other offers. One offer per registration transaction

### Cancellations, Changes and Refunds

Requests for upgrades may be done online by editing your registration at [www.RIMS.org/AttendeeCenter](http://www.RIMS.org/AttendeeCenter). Requests for cancellations/refunds and registration downgrades must be submitted in writing by February 14, 2020, by emailing [rims\\_registration@goeshow.com](mailto:rims_registration@goeshow.com). All requests are subject to a US \$250 administrative fee. Refunds are not given after February 14, 2020, and RIMS will not reimburse you if you do not attend.

**Please note:** All administrative fees, additional registration items (such as the continuing education credit fee and the guest ticket fee[s]) and onsite registration fees are non-refundable.

Refund requests will be issued, minus a US \$250 administrative fee, within 30 business days after confirmation of receiving the request.

RIMS reserves the right to cancel this conference if force majeure conditions warrant. In the event of such a cancellation, registration fees will be refunded. However, RIMS is not responsible for any travel or lodging expenses incurred due to cancellation of the conference. If for any reason you must cancel your conference registration, please remember to cancel your housing arrangements separately. RIMS is not responsible for hotel no-show fees, or any travel or lodging expenses you might incur.



## Registration and Cancellation Policies

### Substitutions

Requests to substitute or transfer your registration must be submitted in writing by April 29, 2020 by emailing [rims\\_registration@goeshow.com](mailto:rims_registration@goeshow.com). All requests must be in writing and are subject to a US \$100 administrative fee. After April 29, 2020, requests to substitute or transfer your registration must be presented onsite at the Colorado Convention Center & Exhibition and are subject to an onsite administrative fee of US \$150.

All substitutions are subject to an administrative fee, **plus** any additional fees as a result of differences in the member type (e.g., transferring a member registration to a non-member registration). The individual submitting the substitution request is responsible for all financial obligations (any balance due) associated with that substitution.

### Onsite Registration Policies and Procedures

RIMS accepts American Express, VISA, MasterCard, cash, corporate/personal/travelers checks or money orders payable in U.S. dollars drawn from a U.S. bank for payment of registration fees.

Please note: Onsite registration fees are non-refundable.

Registration materials will be released only to the individual whose name appears on the badge. Photo identification (driver license or passport) will be required. Business cards are not an acceptable form of identification. Badges are non-transferable.

### Badge Reprint

A US \$100 non-refundable fee will be charged to replace a badge for any reason, including lost or stolen badges.

### Attendee Housing Policies

View the [Housing Policies](#) for RIMS 2020.

### Hotel Reservations and Cancellation Policies

RIMS has negotiated special rates for attendees. Hotel accommodations are available exclusively to registered attendees. You may secure your hotel reservation through March 19<sup>th</sup> however, availability will be limited. After March 19, 2020 availability and pricing cannot be guaranteed.

Connections Housing Phone Number: +1-844-212-7467 or +1-212-212-7467

Don't be a no-show! Failure to arrive on a confirmed arrival date will result in forfeiture of one night's room and tax, and loss of your entire room reservation. If you need to cancel your hotel reservation, please contact Connections Housing at [RIMS@connectionshousing.com](mailto:RIMS@connectionshousing.com). A reservation will only be considered canceled with a cancellation number from Connections Housing or the hotel. Do not contact RIMS offices for hotel reservations or cancellations.



## Registration and Cancellation Policies

### Payment Instructions

**RIMS Federal Tax ID# 13-1860397**

Phone, mail and faxed registrations will incur a US \$50.00 non-refundable service fee and must include a valid credit card payment; notice to pay by check or bank transfer will not be processed. Faxed submissions are typically processed within 3-5 business days. RIMS reserves the right to charge the credit card for the actual amount due based on registration data and membership status regardless of what you have selected.

A US \$50.00 non-refundable service fee is included per registrant in the registration fee listed in the registration form. To avoid the service fee, register online at [www.RIMS.org/Register](http://www.RIMS.org/Register). Option to pay by check and bank transfer are available online. Please note: Registration is pending until payment is received.

Online Registrations completed with credit card payment are processed immediately. After April 29, 2020, RIMS cannot guarantee check and bank transfer payments will be processed prior to your arrival at RIMS 2020, and you may be asked to provide payment onsite.

### **All checks must be made payable to: Risk and Insurance Management Society, Inc.**

Check payments via **regular mail** must be sent to: Risk and Insurance Management Society, Inc., P. O. Box 95000-2345, Philadelphia, PA 19195-2345

Check payments via **express or overnight mail** must be sent to: Image Remit, 205 North Center Drive, North Brunswick, NJ 08902, Attention: P.O.B. 95000-2345

Submissions by mail are typically processed within 10-15 business days. Payments that are not received and/or post-marked by February 14, 2020 will be subject to additional fees. RIMS is not responsible for delayed mail or incorrectly addressed correspondence.

### **Bank Transfers**

Bank transfers are payable only in U.S. dollars drawn from a U.S. bank. Registrant is responsible for all bank charges, including a US \$30 RIMS bank transfer fee, which must be added to the total amount transferred. The bank order must include the registrant name(s) and company. Please enclose a copy of your bank order with your registration form and fax both to +1-212-655-5927.

Please contact [CST@RIMS.org](mailto:CST@RIMS.org) for wire transfer information.



## Registration and Cancellation Policies

### Sessions

Please register in advance for the sessions and special events that you wish to attend. Although sessions are on a first-come, first-served basis, completing your selections in advance helps RIMS assign each session a size-appropriate room to accommodate all interested participants. Changing your session selections may be done online by editing your registration at [www.RIMS.org/AttendeeCenter](http://www.RIMS.org/AttendeeCenter). Login is required.

Continuing Education credits are offered in this program for a non-refundable application fee of US \$100 for RIMS members, and US \$150 for non-members. This single fee covers all license types inclusively; you will not need a separate fee for each license. Session seating is not guaranteed, so please arrive early to your selected sessions. Details are available at [www.RIMS.org/CeCredits](http://www.RIMS.org/CeCredits).

### Events

Only individuals registered and badged may attend conference events. Attendees must have the appropriate badge to attend educational sessions, breakfasts and luncheons, and to enter the Exhibit Hall. Individuals must be age 21+ in order to participate in the Annual Conference & Exhibition and attend all related events.

### Opening Reception Event Ticket – US \$150

Each attendee is permitted to purchase up to 5 event tickets for colleagues to access the Opening Party. This ticket **includes** RIMS shuttle bus transportation between a RIMS hotel and the Opening Reception location. This ticket **does not include** access to any other RIMS event. Access to Opening Reception is limited to people 21 years of age and older (5 tickets limit per registrant).

### Guest Registration – US \$300

A guest is defined as a spouse, significant other, family member or friend whose occupation is unrelated to the risk and insurance management profession. A co-worker or associate within the profession is not eligible for guest registration. Guest registration includes RIMS shuttle bus transportation between a RIMS hotel and the Colorado Convention Center & Exhibition, attendance at the Opening Reception, General Session and Opening Keynote and Conference Finale and Closing Keynote. Guest registration does not include access to educational sessions, and thus guests are not eligible for continuing education credits, nor does the guest badge permit access to the Marketplace exhibit hall. Please note: Guests of attendees will receive different badges from other participants. It is against RIMS policy to register someone in the guest category who does not meet with the aforementioned guest criteria. Access to RIMS events is limited to people 21 years of age and older. Guest Registration is limited to 1 and may be purchased by a full conference registrant only during the online registration process or through the [Attendee Service Center](#).

### RIMS Respects Your Privacy

**Mailing List:** RIMS provides the attendee mailing list to exhibitors for a one-time usage. If you wish to be excluded from the mailing list, check the respective box during the registration process.



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### Demographic and Contact Information

Your name, address, phone number, email address and individual and company demographic information are stored in the bar code on your conference badge. If you allow an exhibitor to scan your badge, you will be releasing your information to that exhibitor. You should consider your name badge barcode as an electronic business card, enabling you to easily provide your information to an exhibitor if you choose to do so.

### Video & Hybrid Events

Videotaping and digital hybrid events (including webcams, webinars, streaming video content) are prohibited inside the convention center unless you have written permission from RIMS VP, Events and Exhibitions. In the event that RIMS authorizes videotaping and use of equipment, videos may not be taken of any exhibitor booth or product other than that of your own company, except by approved press or the official videographer designated by RIMS.

### Photo/Video Release

By registering for the RIMS 2020 Annual Conference & Exhibition, you acknowledge and accept that photographs or video taken of you by the Risk and Insurance Management Society, Inc. (RIMS) or its service providers, may be used for promotional materials of RIMS, including but not limited to use in annual reports, magazines, future conference programs or other promotional material, and on the Internet by RIMS and its service providers. RIMS reserves the right to publish the names of conference participants in production materials and on the Internet by RIMS and its service providers.

### Badge Ethics, Counterfeiting & Theft

Only persons registered for this conference and wearing the proper badge will be admitted to education sessions, RIMS meal functions and receptions. For security and safety, badges must be worn at all times. **Anyone found to be counterfeiting, copying or sharing conference name badges, or using a guest badge when s/he is not eligible for a guest badge, may be subject to sanctions up to and including removal from the conference and revocation of RIMS membership.**

### Conference Code of Conduct

RIMS is dedicated to providing a harassment-free conference experience for everyone, including speakers, sponsors, exhibitors, staff, vendors, and attendees. We do not tolerate unacceptable behavior by conference participants in any form.

“Unacceptable behaviors” include intimidating, harassing, abusive, discriminatory, derogatory or demeaning conduct by any participant at the RIMS conference or related events. “Harassment” includes offensive verbal comments, stalking or following, harassing photography or recording, sustained disruption of talks or other events, or inappropriate physical contact.

If a participant is asked to stop any unacceptable behavior, the participant is expected to comply immediately. If a participant does not comply, he or she may be asked to leave the conference without a refund at the sole discretion of RIMS.



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We encourage you to help us create a positive conference environment for everyone, and ask you to be mindful of your surroundings and of your fellow participants. Please alert conference staff if you notice a dangerous situation, see someone in distress, or have any concerns.

### Affiliate Events

As a supporter of RIMS and an official RIMS 2020 Annual Conference & Exhibition delegate, you are encouraged not to attend outside, competitive events or business appointments that take you away from experiencing the education, networking and Marketplace products available to you during official conference hours. Please note that RIMS Events and Exhibitions management does not permit outside parties or events that directly conflict with the Opening Reception (Sunday, 6:00 p.m.-8:00 p.m.) and Opening Session and Keynote (Monday, 7:30 a.m.-10:00 a.m.). If you receive an invitation during one of these times, please notify RIMS immediately.

### RIMS Outboarding Policy

Outboarding is defined as any non-permanent exhibit, demonstration, event, or branded activation that lasts for more than one day during the RIMS Annual Conference, and events and activations that occur outside of contracted space with RIMS. This includes events at hotel suites, meeting rooms, ballrooms, restaurants, clubs, etc.

RIMS Annual Conference & Exhibition is organized so that the industry partners can showcase and demonstrate their latest products and services, meet with existing clients, and generate new leads. More than 10,000 delegates attend RIMS, and our sponsors and exhibitors work hard to accomplish their goals: brand recognition and business development. However, the integrity of the show is diminished and the value becomes diluted when companies seek - in an unofficial capacity - to "piggy-back" off of RIMS without directly partnering with RIMS.

Outboarding is unethical, unfair and should not be enabled or tolerated in any capacity. RIMS works diligently to protect our exhibitors' and sponsors' investment in the conference by taking a firm stance against outboarding. We encourage official exhibitors to host parties and special events to enhance the RIMS Annual Conference before and after show hours, but these activities should never be functions that compete against those who are making an additional investment in their brand at RIMS. During show hours, it is strictly prohibited to conduct education inside of meeting rooms or to promote any activity that directly competes with the RIMS Annual Conference. Sponsorship activation spaces within the confines of the RIMS space are opportunities to position brands and offer customers heightened experiences.

Companies who outboard inconvenience attendees and hurt the overall industry. Outboarding violates RIMS policy and goes against the International Association of Exhibitions and Events (IAEE) guidelines and best practices. When RIMS determines that outboarding has occurred, RIMS will enforce the rule against the participating company and may impose penalties for violations.

RIMS offers a variety of opportunities outside of the exhibit hall, including suites, hotel rooms, convention center spaces, and event venues. We are committed to working with any industry entity to help our partners achieve their strategic goals as it relates to the risk and business insurance disciplines.



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**TO OUR MEMBERS AND ATTENDEES:** we ask that you decline invitations that conflict with official RIMS activities and programming, and that you report violations to RIMS. The more that these unsupportive competing events take place, the more it erodes the integrity of the RIMS Annual Conference. It is important to remember that all of these events exist because of the RIMS Annual Conference & Exhibition. Any company that is neither exhibiting nor sponsoring the conference is “coat-tailing” off of the RIMS experience, often in an aggressive manner with guerilla marketing efforts purposefully intent on detracting from RIMS. These practices damage the RIMS experience, and the partners and companies that significantly invest in the entire industry by participating in RIMS. Thank you for your support to RIMS and for your efforts to stop these damaging practices.