



2025 National Alliance for Care at Home Annual Meeting Terms and Conditions

Thank you for registering for the 2025 National Alliance for Care at Home Annual Meeting (the “Annual Meeting”). The following Event Terms and Conditions (“Terms and Conditions” or “Terms”) apply to you and your participation in the Event. These Terms also apply to you if another individual registered you at your request. Your Event registration may include in-person programming (including general admission keynotes, general education sessions, reception and exhibition), digital access to programming (including exclusive content), and/or any optional pre-event symposia, special events or special in-person or digital programs you choose to add onto your Event registration, to the extent offered. “Attendee” for purposes of these Terms will include all participants at the Event, including exhibitors, sponsors, speakers, press, partners, and individual attendees. By participating in this Event, you agree to these Terms so please read them carefully.

This Event is organized by the National Alliance for Care at Home (“Alliance”), which reserves the right, in its sole discretion, to limit or deny access to any entity or individual.

Payment Terms

Submission of a registration online, by phone or email, constitutes an official registration and intent to attend the Event. Invoices are payable upon receipt, and full payment must be received to gain entry to the Event. Please note that payments must be charged to Visa, MasterCard, American Express or Discover, or paid by check. Purchase orders and cash are not accepted.

You agree that, in the unlikely event that the Alliance cannot resolve a payment issue and you dispute the credit card charge, your electronic statement may be used as evidence that said charge is valid and just. If there are any issues with your credit card charge, please contact The Alliance’s registration customer service at Alliance_Annual@maritz.com.

Please remember that Event fees do not include Alliance membership fees. Any Alliance membership fees paid as part of the Event registration are non-refundable and non-transferrable.



Registration Confirmation

Registration confirmations are auto generated and sent to the email address provided during the registration process. If you did not receive your confirmation, please contact Alliance_Annual@maritz.com.

Cancellation and Substitution Policy

All cancellations and refund requests must be made in writing. A refund of the event fees, minus a \$50 administrative fee, will be provided for cancellations received by August 29, 2025. Cancellations between August 30 – October 2, 2025, will receive a 50% refund. No refunds will be granted for requests postmarked after October 2, 2025. Substitutions must be submitted before the badge is printed onsite. Once a badge has been printed, substitutions or swaps will not be permitted. Please submit your substitution request in writing. Send cancellation or substitution requests via email to Alliance_Annual@maritz.com. Refunds or credits will be processed within 15 business days after the event. The Alliance reserves the right to substitute faculty or to cancel or reschedule sessions due to low enrollment or other unforeseen circumstances. Please note that all

All donations are final and non-refundable. The National Alliance for Care at Home Leadership Foundation is a 501(c)(3) organization (Tax ID #54-1586967). Contributions are deductible to the extent they exceed the value of the benefits provided.

Questions: Call 864-327-0960 or email Alliance_Annual@maritz.com.

Event Cancellation or Modification

The Alliance reserves the right to cancel, alter, or reschedule the Event for any reason, including because the Alliance determines in its sole discretion that the Event cannot be held as planned. The Alliance also reserves the right to close registration when tickets are sold out. The Alliance reserves the right to substitute faculty or to cancel or reschedule sessions due to low enrollment or other unforeseen circumstances. For these reasons, registrants are advised against making non-refundable travel arrangements. Should you



purchase non-refundable airline tickets or make non-refundable hotel reservations, you do so at your own risk.

Should the Alliance cancel, alter, or reschedule some or all the in-person portion of the Event for any reason, Attendees are automatically registered for and will be provided with access to the Summit digital environment, which may include access to various keynote events, education sessions, access to exhibitor and sponsor information and digital networking opportunities. Once you are automatically registered for the digital environment, the remaining portion of your Event fees (including any optional events) will be refunded.

Event registration exception for cancellation, substitution, and event cancellation or modification policies:

IF AN INDIVIDUAL APPLIES A CREDIT TOWARDS EVENT REGISTRATION, SUCH REGISTRATION IS NON-CANCELLABLE, NON-REFUNDABLE, AND NOT SUBJECT TO THE CANCELLATION AND SUBSTITUTION POLICIES SET FORTH HEREIN.

Communications and Contact Information

For the purposes of these Terms, the term “Contact Information” means Attendees' names, company names, job titles, address, email address, phone number and additional information you provide as part of registration. Except as described herein, the Alliance does not share your Contact Information with exhibitors and/or supporters prior to, during or after the Event if you have opted out of the communications from exhibitors and/or supporters. The sections below outline when and how the Alliance may share the information described; if you want to adjust your consent and/or opt-out preferences, you may do so at any time (subject to the limitations described herein) by emailing Alliance_Annual@maritz.com. Additionally, if you receive an unauthorized email from an exhibitor, sponsor, or Attendee, please contact the exhibitor, sponsor, or Attendee directly to remove your name from its distribution list. You may also notify the Alliance at Alliance_Annual@maritz.com.

Attendee Roster

By completing the registration process and acknowledging these Terms and Conditions, you are providing your consent for the Alliance to share your limited registration information (meaning name, company name, job titles city, state and/or country) on the Alliance attendee roster.



Communications from the Alliance

By completing the registration process and acknowledging these Terms and Conditions, you are providing your consent to receive emails and other mailings from the Alliance related to the Event to facilitate your participation. Specifically, you are providing your consent to allow the Alliance to use your Contact Information to facilitate access to Event programming, the Alliance digital platforms, and related events and content.

Attendance at Exhibitor Sessions and Sponsored Activities

By registering for an exhibitor or supporter session/activity or attending an exhibitor or supporter session/activity (whether virtual or in-person), you are providing your consent and you agree that Contact Information provided to the Alliance may be shared with respective exhibitors or supporters; additionally, you agree to receive communications from such exhibitor or supporter, subject to their corresponding terms and privacy policies. Please be aware that attendance at exhibitor and supporter sessions/activities is optional, and you may refuse to attend such sessions/activities without penalty; you acknowledge that if you do not permit sharing of your Contact Information in this context, you may not be able to attend some of the exhibitor or supporter sessions/activities. You may also opt out of receiving these communications, according to the instructions above.

Alliance Badge Scanning

Please be aware that exhibitor and supporter scanning of attendee badges is optional, and you may refuse to have your badge scanned at booths as well as at the entrance to exhibitor sessions and functions without penalty; you acknowledge that if you do not permit sharing of your Contact Information in this context, you may not be able to attend certain sessions or functions.

Digital Content Access

By completing the registration process and acknowledging these Terms and Conditions, you acknowledge and agree that the Alliance will be offering certain digital content via one or more digital platforms. Depending on the platform(s) the Alliance deploys, access to the digital content may be through a website or through an app you need to download on your device(s). The Alliance will provide login credentials to you (usually by email) prior to the first session. Additionally, our virtual event platform will support features equivalent to scanning your badge at an in-person event. For the event to function effectively your



participation may be visible on the platform(s) and other attendees may be able to contact you via the platform(s). If you choose to interact with another attendee, you agree to permit the Alliance to share your event networking profile with that attendee. You can opt out of this sharing by not interacting with other attendees and you can also control what information is available in your event networking profile, including any contact details.

Guest Speakers

Guest speakers are not employees of the Alliance and the Alliance neither pre-reviews nor comments on the content of our guest speakers' sessions. Guest speakers' views and opinions are entirely their own and in no way reflect the views and opinions of the Alliance.

Health and Safety

Considering ongoing concerns regarding COVID and communicable health risks more generally, the Alliance will implement health and safety protocols appropriate to the public health circumstances existing at the time of the Event. The Alliance will exercise reasonable efforts to utilize protocols that will comply with or exceed any local public health requirements and be consistent with then-prevailing public health standards as issued by relevant public health entities. Those protocols may include but are not limited to the following requirements: vaccination, proof of COVID status, self-monitoring, biometric screening, symptom checkers, contact tracing, use of personal protective equipment and social distancing, or other similar measures. Compliance with some or all the protocols adopted by the Alliance may be mandatory for attendance and participation at the Event. Additional information regarding the specific health and safety measures, and any necessary consents by you, will be communicated to Attendees prior to the first day of the Event.

You specifically agree that you will not attend the Event if, within five days preceding the Event, you have:

1. Tested positive or presumptively positive for COVID or other communicable disease or been identified as a potential carrier of COVID or other communicable disease; or
2. Experienced any symptoms commonly associated with COVID or other communicable disease; or



3. Been in direct contact with or the immediate vicinity of (collectively, the “Encounter”) any person who is either confirmed or suspected of being infected with COVID or other communicable disease within the last five days.

Further, you understand and agree that the Alliance may share any COVID-related information about you that the Alliance receives as part of such health and safety protocols with public health authorities or other regulatory agencies, as required under applicable laws.

Use of Multimedia

By attending the Event, you acknowledge and agree that the Alliance, or others acting on its behalf or through supporter or exhibitor contracts, may take photographs and video (by any means) and/or make sound recordings during the Event (including through the digital event platform and via social media) and that you may appear in such photographs and videos and be heard in such sound recordings, and that the Alliance may edit and use the footage it captures at the in-person and digital Event for marketing and promotional activities (including through social media) now and in the future, and for any other lawful purpose in the ordinary course of its business.

You are prohibited from video recording and sound recording of any part of any in-person or digital Event sessions or content (including through recording on social media feeds) unless you have obtained written permission in advance from the Alliance . For online programs, the Alliance prohibits the use of screen shots and/or any other technology that can be used to capture proprietary content and images from the Event.

Due to the prevalence of mobile devices in today's world, the Alliance disclaims all liability for the capture of your image, voice or likeness by Attendees in any multimedia format at the Event.

Code of Conduct

You agree not to copy or permit to be copied, in any form or format, without the express written permission of the Alliance, any of the contents of the Event attendee roster. You also agree not to use the roster contents for any commercial, marketing, promotional or political purposes.

No solicitation is permitted except by exhibitors within the confinement of their booths. The Alliance reserves the right to escort any individual from the Event who is reported to



be soliciting and who is not an Alliance exhibitor.

Attendees are expected to behave responsibly and to treat each other and the community with respect, kindness and compassion. Failure to behave in such a manner, as determined in the Alliance's sole discretion, may result in removal from the in-person and/or electronic Event and deactivation and/or revocation of credentials, without refund.

The Event is a private event, and weapons are strictly prohibited. Attendees are forbidden from carrying weapons of any kind, including concealed or displayed firearms or knives, onto the premises of the Event. The Alliance reserves the right, in its sole discretion, without a refund, to deactivate and/or revoke the credentials of Attendees who violate this policy. By registering for the Event, you agree to comply with this policy, regardless of any signage located on the premises of the Event.

For security reasons, badge swapping or sharing of access credentials is not permitted. Anyone found wearing a badge that does not match that person's identification or using another person's access credentials for the in-person event will be evicted from the Event without a refund, and that person's registration will be canceled.

Additionally, anyone sharing their access information or login credentials in connection with any component of the Alliance digital content will be restricted from future access to the event, and that person's registration will be cancelled.

An Event badge allows an Attendee entry to the overall Event, but cannot guarantee admission to every session, lounge, or meeting area. Admission is subject to venue capacity and other requirements.

Waiver of Liability

You assume all risks associated with, resulting from, or arising in connection with, attendance at and/or participation, in any capacity, in the Event or any Event-related activities, including, without limitation, all risks of theft, loss, harm, damage, illness or sickness (including those caused by known or unknown infectious or communicable disease such as COVID, H1N1, or other illness or sickness caused by bacteria, fungi, microorganisms or viruses), or injury to the person (including death) or property damage, whether caused by negligence, intentional act, accident, act of God, or otherwise, and



whether occurring before, during or after the Event.

You further agree that neither the Alliance nor its agents, officers, directors, members, contractors or employees shall be liable for illness, sickness or injuries to the person (including death) or loss or damage to property resulting from, occurring at or arising out of the Event or Event-related activities, including but not limited to any education sessions presented in connection with the Event, or for any indirect, incidental, consequential, special, punitive or exemplary damages. You further release and discharge such persons and entities from, and covenant not to sue such persons and entities with respect to, any and all risks, injuries, losses, damages and liabilities described herein.

You further agree that the maximum liability of the Alliance to you arising from your registration, participation, and attendance at the Event shall be the return of your fees paid to the Alliance.

Governing Law, Venue, Class Action Waiver, and Jury Waiver

You agree that any disputes related to your participation in and/or fees paid for the Event shall be governed exclusively by the substantive laws of the Commonwealth of Virginia without giving effect to any choice-of-law rules that might result in the application of a different state's substantive law. You further agree that any action brought in these courts related in any way to the Event, including without limitation your participation in the Event and/or fees paid for the Event, will be an individual claim, that you shall not bring claims against the Alliance in a representative capacity on behalf of any other individual, that you shall opt out of any class proceeding, and that you shall not assert class or collection action procedures. You further agree that both you and the Alliance waive any right to a trial by jury for any legal action related to the Event, including without limitation your participation in and/or fees paid for the Event.

Reporting Dangerous Situations or Emergencies

If there is a situation that looks concerning or could be dangerous, notify Event organizers onsite in a prompt manner or email us at Alliance_Annual@maritz.com. In the event of an emergency situation, please contact local authorities immediately.

Consequences of Violating These Terms and Conditions

The Alliance reserves the right to, at its sole discretion, revoke the credentials of Attendees whose conduct is to be in violation of these Terms and Conditions or is otherwise deemed inappropriate, disorderly or offensive, and to do so without warning or a refund. This may



also result in prohibition from registering or attending future events.

BY REGISTERING FOR THE NATIONAL ALLIANCE FOR CARE AT HOME'S ANNUAL MEETING, YOU AGREE TO THE TERMS AND CONDITIONS LISTED ABOVE. FAILURE TO COMPLY WITH ANY OF THE ABOVE MAY RESULT IN REGISTRATION CANCELLATION WITHOUT REFUND. THE ALLIANCE RESERVES THE RIGHT TO EXPEL ANYONE FROM THE EVENT WHO DOES NOT COMPLY WITH ANY OF THE ABOVE TERMS.