



GENERAL TERMS AND CONDITIONS

as of March 2022

DEFINITIONS

The International Consortium of Ankylofrenula Professionals (ICAP) is the official host of the Conference and hereafter referred to as “Organizer”.

Venue West Conference Services has been contracted by the Organizer and is responsible for registration and conference management services and hereafter referred to as “Conference Secretariat”

The **General Terms and Conditions** are valid for each attendee registered for the 3rd ICAP Conference taking place September 1-4, 2022 (hereafter referred to as “Conference”). Any person is considered an attendee.

CONFERENCE REGISTRATION

Registration Deadlines

- Early Bird Registration ends May 31, 2022 – 11:59 PM Pacific Time
- Regular Registration ends August 9, 2022 – 11:59 PM Pacific Time
- Late registration starts August 10, 2022

Registration Fees

All registration fees are in Canadian Dollars and will be charged 5% GST. The registration fee includes admission to all Scientific Sessions, Health Breaks, and the Welcome Reception.

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the completed online registration as well as the payment in accordance with the deadlines mentioned above. The online registration can be completed by clicking the button “Submit” at the end of the form. Should a deadline be missed, the next applicable fee will be charged automatically. Registrations are not confirmed until payment is received in full.

If the maximum attendee capacity is reached, the Organizer reserves the right to refuse any registration or close the registration site early.

Eligibility

To be eligible to register for the Conference, attendees must be at least 18 years old.

Language

The official Conference language is English.

Certificate of Attendance

A Certificate of Attendance will be available after the Conference. The conference will be accredited by the International Board of Lactation Consultant Examiners (IBLCE).

METHODS OF PAYMENT

All registration fees must be paid by credit card (VISA or MasterCard), cheque, bank transfer, or EFT (Canadian bank accounts only). Any bank charges incurred (including non-sufficient funds (NSF) and credit card chargebacks for challenged registrations) must be paid by the sender and not the Organizer or the Conference Secretariat.

Credit card is the preferred payment method and results in an instant confirmation of attendance. All transactions will appear on the credit card statement as a payment to Venue West Conference Services. Attendees who wish to pay by bank or e-transfer will receive an invoice by email. Invoices are payable



within 30 days after receipt, or before the first day of the conference if the registration date is less than 30 days prior to the start of the conference.

ACCOMMODATION

Your hotel room at the Conference hotel (endorsed by ICAP) can be booked upon registration. Room type booked is not guaranteed. Any changes to your hotel booking after August 1, 2022, needs to be emailed to icap-registration@venuewest.com. A hotel booking confirmation email will be sent closer to the conference date with hotel details and confirmation number.

CANCELLATION POLICY

Registration Cancellations

Cancellations are permitted until June 1, 2022. Registrants will receive a full refund less a CAD \$100 administrative fee. Cancellations must be submitted in writing to the Conference Secretariat no later than the above date by emailing icap-registration@venuewest.com. If payment was previously made by bank or e-transfer, the notification must include all the relevant information regarding the bank account to which a possible refund may be remitted. Registrants wishing to cancel after June 1, 2022, will not be eligible for a refund, however, transfer of the registration to another delegate is acceptable. See >> Registration Transfer

Registration Transfer

A handling fee of CAD \$35 will be charged for every name change to an existing Conference registration. Attendees wishing to transfer their registration to another person, must contact the Conference Secretariat by email at icap-registration@venuewest.com and provide contact details for the replacement including their registration ID that can be found on the confirmation email. Substitutions are accepted until August 15, 2022.

Cancellation of the Conference

If the Conference cannot be held or is postponed due to events beyond the control of the Organizer (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Organizer, the Conference Organizer cannot be held liable by registrants for any costs or losses incurred. Under these circumstances, the Organizer reserves the right to either retain the entire registration fee and to use it for a future Conference, or to reimburse the attendee after deducting costs already incurred for the organization of the Conference and which could not be recovered from third parties.

MEETING SAFELY

Our goal is to deliver an exceptional onsite experience. We work with our partners, guests, exhibitors, and event staff to produce a seamless, productive, enjoyable and, most importantly, safe conference while carefully adhering to local, provincial, and federal public health guidelines.

DATA PROTECTION AND SHARING OF CONTACT DETAILS

Collection and processing of personal data will comply with the applicable data protection legislation. The Organizer and the Conference Secretariat will only use the attendee's personal information provided during the registration process to host, manage, and analyze attendee traffic and engagement during the Conference.

Photography and Image Capture

Please be advised that photographs or videos will be taken at the conference for use on the ICAP website and in the press and future ICAP marketing materials and other publications. By attending the conference, you acknowledge that your photo may be taken and used by conference organizer.