



# Terms of Service & Code of Conduct

## Terms of Service

When registering for yourself or registering on someone's behalf, you are agreeing to the following Terms of Service and Code of Conduct for the registered attendee and all references to "You" shall apply to the registered attendee. It is your responsibility to ensure the registrant is aware of this agreement.

*These terms and conditions ("Terms") govern your registration for and participation in The International Summit & Exhibition on Health Facility Planning, Design & Construction™ | PDC Summit™ ("Event") and constitute an agreement between the American Society for Health Care Engineering (ASHE) of the American Hospital Association (AHA) ("ASHE") and you ("You" or "Your"). You, the registrant, represent to us that you are authorized to enter into these Terms.*

## Event Registration

You may only register for and attend the Event in accordance with these Terms. To register for the Event, you must complete the Event registration process. Sharing your registration with another person(s) is a violation of the Code of Conduct (as outlined below) and may result in termination of your access to the Event.

## Registration Cancellation, Substitution, Check Payment, and No-Show Policy

- **Cancellation Requests**  
All cancellations must be submitted in writing via email to [ASHEeducation@aha.org](mailto:ASHEeducation@aha.org).
- **Deadline for Refund Eligibility**  
Cancellation requests must be received **on or before February 9, 2026, 11:59 p.m. CT** to be eligible for a refund.
  - A **20% cancellation fee** will be applied to conference registration, preconference, and/or post-conference purchases.
  - **Non-refundable items** include ASHE membership fees, pre-purchased session recordings, and donations to The Ilse B. Almanza Scholarship Fund\*.
- **No Refunds After Deadline**  
Cancellation requests **received after February 9, 2026**, will not be eligible for a refund. This policy remains in place and applies to your company's regulations including any reassignments given by your company and/or any foreseeable additional conditions/policies including travel implemented by your company. Absolutely, no exceptions and no extensions.
- **Substitution Policy**  
Attendee substitutions are accepted **until February 27, 2026**. Please email substitution requests to [ASHEeducation@aha.org](mailto:ASHEeducation@aha.org).
  - Only conference admissions may be transferred. All other purchases are subject to the cancellation and refund policy above.
  - Incoming registrant may owe an additional fee depending on member status.
- **Check Payment Deadline**
  - Check payments must be received **by February 9, 2026**, at the address provided in the registrant's confirmation email.
  - If the payment is not received by February 9<sup>th</sup>, the conference registration will be cancelled.
- **Non-Refundable Items**

Payments for ASHE membership (new or renewal) and donations to The Ilse B. Almanza Scholarship Fund\* are non-refundable.

- **No-show policy**

No refunds will be issued for no-shows.

**The Attendee is responsible for cancelling any hotel and any other travel arrangements.** *All refunds will be made using the same method of payment (credit card or check) as the original transaction. Please allow 6-8 weeks for all refunds to be completed.*

*\*Donations to The Ilse B. Almanza Scholarship Fund support education and training to develop future leaders committed to optimizing the health care physical environment. These donations are non-tax deductible.*

### **Public Safety Protocols**

Health care leaders work every day to ensure the safety of their patients and teams, and AHA prioritizes the same goal—your health and safety. The AHA continuously monitors local, state, and federal guidelines and determines safety protocols and requirements for all face-to-face events. Additional details on safety protocols will be provided closer to the start date of the conference.

By registering, you acknowledge that you will follow the current health and safety protocols established by the AHA for *The International Summit & Exhibition on Health Facility Planning, Design & Construction™ | PDC Summit™* and abide by the applicable CDC and local guidelines. Should you fail to observe any of our protocols, ASHE may remove you from the Event without a refund.

### **Photography, Audio and Video Recording**

By attending this Event, you acknowledge and agree that ASHE has the right to use, reproduce, broadcast, rebroadcast or incorporate in any manner whatsoever, all or any portion of photographs and/or videos of you or your participation in the Event for use in marketing materials and/or training materials and for internal use ("Materials"). You irrevocably, grant, transfer and assign a nonexclusive, perpetual, worldwide, royalty free right and license to ASHE, if any, in and to the Materials and all copyrights in the Materials arising in any jurisdiction throughout the world, including the right to register and sue to enforce such copyrights against infringers. You understand that the Materials may be substantially edited, altered, rearranged or modified. To the maximum extent permitted by law, you hereby waive any moral rights you may have in the Materials.

No individual or entity other than ASHE may electronically record, copy (including live-streaming or recording from smartphones, iPads or other handheld devices) any portion of this program for any use without prior written consent from ASHE.

ASHE may hire professional service providers (photo/video/streaming/audio) to document and display the event experience. ASHE may also use social media to: post real-time photos and videos to its social media feeds; and display select submissions from those feeds on monitors throughout the event venue. Attendees, speakers, sponsors and exhibitors are encouraged to capture their event experiences and post their own social content from the event (text, photos, audio, video, streaming), provided it does not infringe upon the rights of any attendee, speaker, sponsor, exhibitor, third party, or ASHE. Such infringement would include, but is not limited to, defamation or infringement of intellectual property rights. In the event an attendee requires a release or permission to protect the rights of a third party, obtaining such a release or permission shall be the sole responsibility of the attendee.

By attending the Event, you acknowledge and agree as follows: ASHE may edit and use footage it captures at the event for limited purposes of supporting this and future conferences; and due to the prevalence of mobile recording devices in today's world, ASHE disclaims all liability for the capture of your image in any multimedia format by other attendees at the event.

### **Contact Information**

ASHE will not sell your registration contact information to any third-party solicitors.

Registrant name, title and organization may be visible as default profile fields in the Event platform &/or mobile app with options to share fewer or more fields at the registrant's discretion. Individuals who do not want their information included in the registrant mailing list must check the "Opt Out" box on the Event registration form.

ASHE is a nonprofit organization. As such, we rely on our sponsors and exhibitors to make this event possible and affordable for our attendees. Please consider sharing your contact information with our sponsors and exhibitors so we can continue to keep prices affordable. Event registrants have the opportunity to opt-out of or opt into communications from the vendor community when registering.

Exhibitors receive a full list of all participants that visit their space, download assets, and a record of all booth chats. The list includes name, title, company, mailing address and email address for those attendees that opt in to receive email communication from Exhibitors. By registering for or transferring to conference, attending the Exhibit Hall and visiting Exhibitors, you are consenting to share this information with the Exhibitor Company.

### **Scheduling Changes**

ASHE reserves the right to reschedule or cancel a program because of an insufficient number of registrations, speaker availability as well as the right to close registration when programs are full. ASHE may cancel a program when circumstances beyond ASHE's control — including, but not limited to, acts of nature, governmental authority or war in the United States — make it impractical or impossible to host the program or may put participants in harm's way.

*Visit the [PDC Summit](#) to view additional conference information, including the conference schedule, travel details, exhibitor information and more. Thanks again for registering! If you have any questions or need assistance in any way, please do not hesitate to contact us. General questions regarding registration should be directed to 312-422-3800 or email at [ASHEducation@aha.org](mailto:ASHEducation@aha.org).*

### **Code of Conduct**

To ensure the best possible experience for all registrants, we, the American Society for Health Care Engineering (ASHE) of the American Hospital Association (AHA) have established some basic guidelines for participation.

We are committed to creating a safe environment that is inclusive and free from discrimination under applicable law.

By registering for the Event, you agree that you have read and will follow these rules and guidelines.

### **Expected Behavior**

- Be considerate of those around you.
- Be respectful of others and viewpoints that may be different from your own.
- Be mindful of your words and actions.
- As an attendee at the Event you will be required to follow all COVID guidelines and restrictions that have been put in place by the CDC and the local jurisdiction. Some restrictions could include but are not limited to: wearing a face mask, social distancing, etc.

### **Unacceptable Behavior**

Unacceptable behaviors may include, but are not limited to:

- Offensive or unwanted behavior or language related to any protected categories under applicable law.
- Visual harassment, such as sexual images or sexual language at the Event, including presentations and slide decks.
- Intimidation or bullying, both online and/or in-person.
- Sharing your event registration or making event content available to an ASHE competitor.
- Sharing your event registration with another person(s).
- Failure to follow any of the rules or regulations of the Event or instructions of the Event staff.

- Posting commercial or self-promotional messages of any kind except as approved through exhibit rules or with written permission.
- Engaging in sales or lead-generation of any kind except as approved through exhibit rules or with written permission.
- Fielding or promoting surveys of any kind without written permission.
- Promoting job openings for their employer without written permission.
- Discussing a topic or topics involving any possible anticompetitive practice, including but not limited to:
  - Prices, rates, discounts, or other price-related information.
  - Salaries or other compensation information.
  - Nonpublic plans for expansion (new facilities, new services);
  - Specific customers or classes of customers, or whether you will or will not do business with them.
  - Allocation of geographic or service markets.
  - Any refusal to deal with a health plan, self-funded employer, or supplier.
  - How to deal with the market behavior of a competitor.
- Any other improper or illegal activity not already covered above.

### **Reporting Unacceptable Behavior**

If you are the subject of, or witness any violations of these Terms, email [ASHEeducation@aha.org](mailto:ASHEeducation@aha.org).

### **Consequences of Unacceptable Behavior**

Unacceptable behavior will not be tolerated and could result in debarment from current, and/or any future ASHE event. If a participant is seen engaging in unacceptable behavior, ASHE may take any action they deem appropriate, up to and including expulsion from the Event without warning or refund, and/or involving venue security or local law enforcement.

### **Communications**

By registering, program participants agree to refrain from marketing products or services during the course of the event. This may include, but is not limited to:

- **Digital** – Participants will not post solicitous messaging, sales promotions, or unprofessional notations utilizing the virtual conference platform features. It is the sole discretion of ASHE to remove messages that do not comply with our guidelines and/or remove participant access entirely.
- **Email** – Participants will not send solicitous messages to other conference registrants. ASHE and AHA prohibits companies from sending any solicitous advertising (emails, mail, other) falsely conveying that they are representing the PDC Summit, ASHE, and/or AHA or are endorsed by the PDC Summit, ASHE, and/or AHA. ASHE reserves the right to exclude that company from participation in the event.
- **Logo** – ASHE logo and the PDC Summit logo may not be used without the express written permission of ASHE.

### **Disclaimer**

The views expressed by any event attendee, speaker, exhibitor or sponsor are not necessarily those of ASHE. All event attendees, speakers, exhibitors and sponsors are solely responsible for the content of any and all individual or corporation presentations, marketing collateral, advertising and online content.

ASHE is not responsible for the opinions and information posted on this site by others. We disclaim all warranties with regard to information posted on this site, whether posted by The American Hospital Association or any third party; this disclaimer includes all implied warranties of merchantability and fitness. In no event shall ASHE or the American Hospital Association be liable for any special, indirect, or consequential damages or any damages whatsoever resulting from loss of use, data or profits, arising out of or in connection with the use or performance of any information posted on this site.

### **Statement of Liability**

Except where prohibited by applicable law, ASHE does not bear any legal liability or responsibility for

the safety of any attendee participating in this event. ASHE disclaims any liability for the acts of any outside entities related to this event and reserves the right to cancel or to modify the format of the Event without liability. Each attendee shall be personally responsible for his/her behavior. ASHE does not accept responsibility for the behavior of any attendee or outside entity during the Event.

ASHE shall not be liable for any delays or failure in performance or interruption of services resulting directly or indirectly from any cause or circumstance beyond the reasonable control of ASHE including but not limited to, acts of God, war, terrorism, failure of transportation, weather, accidents, fires, electrical failures, strikes, labor disputes, postal delays, explosions, and government orders or regulations.

ASHE reserves the right to substitute an equally qualified speaker in case of an emergency or cancellation. ASHE has no duty with respect to presenters, exhibitors or sponsors, and makes no endorsements of any presentation or product.

The Terms may be revised at any time by ASHE and the terms are non-negotiable. Registering to attend this event acknowledges acceptance of these terms and provisions of registration.

Except where prohibited by applicable law, ASHE disclaims any and all direct, special, consequential, incidental, punitive or other indirect damages of any kind whether alleged as a breach of contract or tortious conduct, including negligence, or based on any other cause of action.

The laws of the State of Illinois without giving effect to its conflict of law provisions, govern these Terms and any dispute of any sort that might arise between the parties. Any dispute must be litigated in the state or federal courts located in Illinois to whose exclusive jurisdiction the Parties hereby consent.

#### **Privacy Policy**

By visiting AHA websites, including but not limited to [www.ashe.org](http://www.ashe.org), [www.aha.org](http://www.aha.org) as well as the Cvent platform hosting the conference event you are accepting the practices described in the [AHA Privacy Policy](#), [Terms of Use](#) and [Antitrust Policy](#). These guidelines may change at any time. Be sure to review these guidelines periodically to ensure familiarity with the most current version.