



Meeting and Convention Policy and Procedures

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ERA and conventions are motivated by a desire to network, socialize, learn and make decisions for the governance and future of the Association.

REGISTRATION RATES

All registration rates for ERA's conferences, exhibitions, and seminars are at the sole discretion of ERA. Prices and categories of registration are specific to each individual event, and will be posted on conference materials. While attendance at meetings is not restricted solely to members a different registration fee is paid by nonmembers.

PAYMENT

In order for a registration to be complete and valid, payment information must be submitted with the registration form. Acceptable forms of payment are listed on each registration form, and include: Visa, Master Card, American Express, Check, and Wire Transfer. Accepted forms of payment may change at the sole discretion of ERA. In the event of payment via wire transfer, the wire must be received within one (1) week of registration. Registrations are not considered valid until paid in full, and, as such, attendees failing to complete their registration will be ineligible for listing in any attendee lists or show programs. Forms of payment which will be accepted onsite are: Visa, Master Card, American Express, and cash. Company or personal checks will not be accepted on show site.

All conference attendees receive an email confirmation with payment in full.

PRESS REGISTRATIONS

Press registrations must be submitted with valid press credentials to ERA's Director of Communications for approval.

INVITATION LETTERS

Attendees from abroad requiring an official letter of invitation in order to apply for a Visa must first register for the ERA conference or event. The full amount of the registration fee must be paid before ERA will issue a letter of invitation. In the event that a Visa is not issued to the applicant, ERA will refund that registration fee.

CANCELLATION POLICY

ERA's cancellation policy is stated on all conference materials. The policy states that cancellations received by the cancellation date (approximately 1 month pre-event) will be subject to a refund, less a \$150 processing fee. Cancellations received after the stated cancellation date will be subject to a refund less a 50% cancellation fee. All cancellations must be received in writing via fax, email, or mail – no exceptions.

NO SHOWS

In the event that an attendee pays and registers for the conference, and does not attend, that attendee is considered a “No Show.” No Shows are not refundable. Exceptions may be made on a case-by-case basis for special circumstances, emergencies, or medical problems.

POSTING OF REGISTRATION FORMS AND OTHER CONFERENCE INFORMATION

Every effort will be made to post registration forms, agendas, and other conference information up to six (6) months in advance of each conference on ERA’s website: www.retailing.org. All conference materials are posted at the sole discretion of ERA, and are subject to change.

HOTEL RESERVATIONS

ERA will post hotel information on conference materials and ERA’s website: www.retailing.org. ERA accepts no responsibility or liability for attendees’ hotel reservations. It is the responsibility of each registrant to secure and pay for their hotel rooms. ERA room rates are subject to availability, and, as long as rooms in ERA’s room block are still available, the ERA rates will apply. After the posted hotel cut-off date, room rates at the host hotel will revert to market prices. ERA cannot guarantee ERA room rates to all attendees. Note: You must be registered for ERA’s conference to be eligible for the ERA hotel rates. ERA reserves the right to cancel hotel rooms of those who are not registered for the conference.

HOTEL SUITES

Reservations for at the convention hotel are subject to approval by the Vice President of Meetings. Suites are limited to those sponsors and exhibitors who are paid in full; no exceptions. While exhibitors are exempt from the sponsorship commitment, non exhibiting companies who wish to acquire a suite at the convention hotel, must have a minimum sponsorship commitment of \$5,000. All requests must be in writing to ERA.

RELEASE OF INFORMATION

Please be aware that, by registering for any of ERA’s events, you also authorize ERA to use any photographs taken during the course of the event which may include the attendee in association promotional materials. ERA assumes no liability for disclosure of such information. If you do not want your photographic information released, please indicate this on the registration form, by checking the appropriate box included in the disclaimer. ERA does not publish a list of event attendees.

CANCELLATION OR POSTPONEMENT OF EVENT

ERA shall not be responsible for delays, damage, loss, or incurred transportation or lodging costs by virtue of cause or causes not reasonably within the control of ERA. For purposes hereof, the phrase “cause or causes not reasonably within the control of ERA” shall include, but shall not be limited to, fire; casualty; flood; epidemic; earthquake; explosion or accident; blockade embargo; inclement

weather; government restraints; restraints or orders of civil defense or military authorities; acts of public enemy; riot or civil disturbance; strike; lockout, boycott or other labor disturbance; inability to secure sufficient labor; technical or other personnel failure; impairment or lack of adequate transportation facilities; inability to obtain, condemnation, requisition or commandeering of necessary supplies or equipment; local, state or federal laws, ordinances, rules orders, decrees, or regulations whether legislative, executive or judicial, and whether constitutional or unconstitutional; or Act of God.

LIMITATION ON LIABILITY

The attendee agrees to indemnify, defend and hold harmless ERA, the event facility, the owner of such facility, and the city in which this event is being held, and their respective officers, agents and employees, from and against all bodily and personal injury, loss, claims, or damage to any person or any property arising in any way from the sponsoring company, its employees, agents, licensees, contractors or customers. ERA shall not be responsible for loss or damage to displays or goods belonging to attendees, whether resulting from fire, storms, acts of god, air conditioning or heating failure, theft, pilferage, mysterious disappearance, bomb threats or other causes.

AMENDMENT TO RULES

Any matters not specifically covered by the preceding rules shall be subject solely to the discretion of ERA. ERA shall have full power in the matter of interpretation, amendment and enforcement of all said rules and regulations, and any such amendments when made and brought to the notice of the attendee or exhibitor shall be and become part hereof as though duly incorporated herein and subject to each and every one of the terms and conditions herein set forth.

AGREEMENT AND ACCEPTANCE

By submitting a registration form to ERA, the attendee agrees to abide by the preceding policies and procedures, as well as by any amendments that may be put into effect by ERA. Once the form is accepted by ERA, or ERA's registration representatives, all Rules and Regulations are officially in effect.