



Conference Registration & Cancellation Policy

Introduction

By using our services, attendees agree to comply with and be bound by the following terms and conditions. It is important to read these terms carefully before proceeding with a registration.

By completing their registration, attendees acknowledge that they have read and understood these terms and conditions.

Terms and Conditions

1. General

All conference attendees must register. This includes presenters, speakers, panelists, organizers, those moderating/chairing, or attending a session.

All conference attendees must register for the conference. All conference attendees on site in Winnipeg must check in at the registration desk to receive their badge and they must wear it at all times while attending.

All attendees must accept their Organization's Code of Conduct and the Virtual Events Terms and Conditions of Use to attend.

2. Refund Policy

Should a registered attendee need to cancel their registration, this can be done by emailing a request to admin@csse-scee.ca.

April 22, 2026 is the refund deadline.

After this date:

- Any cancellation requests made by attendees, will not be eligible for a refund.
- **If the Organization cancels** the conference due to adverse circumstances such as severe weather events, venue unavailability, power blackouts, labour strikes, wildfires, or earthquakes, preventing the conference from being held in its original format, the

Organization may refund a portion of registration to all attendees.

Administrative Fee: For any refunds processed before the refund deadline, a non-refundable administrative fee of \$60 will be deducted from the total amount refunded.

Refunds will only be made to the credit card that made the original transaction. It is not possible to refund a different card or account than the one used to make the original purchase. If the original transaction was made by Interac e-transfer, the refund will be made in the same manner.

3. Exchange Policy

Should an attendee need to exchange their registration, either by changing their registration type or changing which association conference they have selected, this can be done by emailing a request to admin@csse-scee.ca.

Should the exchange result in a lower cost for the attendee's registration, the refund of the difference will only be made to the card used for the original transaction. It is not possible to refund a different card or account than the one used to make the original purchase.

Should the exchange result in a higher cost, the attendee's balance due must be paid prior to May 22, 2026. Attendees will not be able to have their badge printed or have access to the conference platform until their balance due has been paid.

After April 22, 2026, it is not possible to exchange a registration.

Should an attendee require an exchange after their badge has been printed on site during the conference, they will be required to return their badge to receive an updated version.

Exchanges will not be possible after the conference begins.

4. Chargeback Policy

If an attendee disputes the transaction for their conference registration with their credit card provider, this will result in the automatic cancellation of their registration.

Should the attendee want to reinstate their registration, they will be required to pay a \$60 "Chargeback fee" in addition to the original cost of their registration.

5. International Attendees

It is the attendee's responsibility to ensure that they have all the required travel documents to enter Canada.

It is the attendee's responsibility to book and pay for their own travel arrangements and accommodations.

The Organization can provide international attendees with a Special Event Code issued by Immigration, Refugees and Citizenship Canada that they can include in their visa application to strengthen their request. To receive this code, the attendee must be registered for the conference

and contact admin@csse-scee.ca to confirm that they require this code and to provide the following information: registration ID, their first and last name as it will appear on the visa application, their passport country of issuance, and their visa application number.

The Immigration, Refugees and Citizenship Canada Special Event Code for the conference can only be shared with registered attendees and the code can only be used by registered attendees. If an international Congress attendee is traveling with someone else who requires a visa to enter Canada, that person also needs to register for the conference to be able to use the code. International attendees who request this code will have their information shared with Immigration, Refugees and Citizenship Canada.

If an international attendee is denied entry to Canada or delays in the processing of their visa application have resulted in the inability to attend the conference in person, they can email admin@csse-scee.ca before April 22 so that we may cancel their registration and refund them the cost of their registration, minus a \$60 administrative fee. After April 22, cancellation requests for visa reasons will not be eligible for a refund.

The deadline for international attendees to register for the conference, request the Immigration, Refugees and Citizenship Canada Special Event Code and send all required information to admin@csse-scee.ca is April 4, 2026. After April 4, 2026, the Organization will no longer be able to assist international attendees with the visa application process.

6. Children and minors

Children and minors (under the age of 18) must be registered and always accompanied by a parent or guardian while at the conference.

The conference registration fee does not apply to children and minors. Attendees should email admin@csse-scee.ca if they plan on bringing a child and/or minor to register them.

Some events at the conference may not be appropriate for all children and/or minors. Children and minors are welcome at the conference open programming for all attendees (a list of these events can be found in our Events Calendar). Subassociations may have restrictions surrounding age limits at their events.

7. Support person registration

Support persons or companions are not required to register or pay for the conference if they are travelling with a registered attendee with accessibility needs. Attendees with accessibility needs can email admin@csse-scee.ca with their support persons information so they may be registered by our staff.

Support persons will be allowed to enter conference sessions only when accompanied by the individual whom they are supporting.

8. Transferring registration

If an attendee is unable to attend the conference after having registered, they may transfer their registration to another person. To do this, they must email admin@csse-scee.ca before April 22 and include the name, email address and consent of the individual that is being transferred the registration.

Contact Information

Any questions about these terms can be directed to admin@csse-scee.ca