

Terms and Conditions for the Texas Conference on Ending Homelessness

1. Registration and Payment:

- All registration fees must be paid in full at the time of registration.
- Accepted payment methods include credit cards and checks. Checks must be received before the start of the conference unless otherwise discussed and agreed upon with our finance team.
- Registration is not complete until payment has been received.
- **THN Member Discounts:** THN member discounts must be used only for the number of staff determined by the agency's membership tier as outlined in our membership form. If a discount code is used for more attendees than the tier allows, the agency will be invoiced \$80 for each additional person registered.

2. Cancellation and Refund Policy:

- **All cancellations and transfer requests must be received in writing to conference@thn.org.** The following refund windows apply:
 - i. Registrants canceling on or before **August 6, 2025** are able to receive a refund minus a \$50 administrative cancellation fee.
 - ii. Registrants canceling on or after **August 7, 2025 or before August 20, 2025** are able to receive a full refund for a \$175 administrative fee.
 - iii. Registrants canceling on or after **August 22, 2025**, will not receive a refund. The refund and cancellation policy will not be waived. All cancellations must be received in writing to conference@thn.org.
- Transfer requests must be received no later than Friday, **August 29, 2025**, to allow time for badge reprinting and scheduling updates. Transfers incur a *\$25 administrative fee to be paid via the conference portal. All cancellations and transfer requests must be received in writing to conference@thn.org.*
- No-shows will not be eligible for a refund, regardless of the reason.
- In the event THN must cancel the conference due to unforeseen circumstances, THN will refund the cost of registration minus a \$50 admin fee for each registration. However, THN does not assume responsibility for any additional costs, charges, or expenses, such as charges made for travel and lodging.
- By registering for the conference, attendees agree to abide by the terms of this refund policy. Disputing a charge with a credit card provider without first requesting a refund through the process outlined above may result in suspension from future THN events

Unforeseen Circumstances Defined for Refund and Cancellation Policies:

- If, following a declaration of a Public Health Emergency or Natural Disaster Emergency, you cancel your registration during the declared emergency or must cancel your booking because you are prohibited from traveling due to a governmental travel restriction, but the conference is not canceled, you are entitled to a future conference credit (FCC) for the amount paid to THN. In all other cases, our standard cancellation policy will apply.
- "Unforeseen circumstances" refer to unexpected events that prevent THN from proceeding with the conference, training, or webinar as planned. Examples include but are not limited to, inclement weather, natural disasters, venue unavailability, technological issues, or the absence of key presenters. In the event of such circumstances, the organizers reserve the right to cancel the event or alter the schedule or location as necessary.

3. Attendance:

- Attendees must wear their conference badge at all times during the event.
- Attendees are expected to conduct themselves professionally and courteously. THN reserves the right to deny admission or remove any participant whose behavior is deemed unsafe, disruptive, or in violation of conference policies, without refund.
- Attendees must adhere to all venue policies and procedures.
- For the safety and comfort of all participants, please respect all health and safety guidelines, including any instructions from event staff.

4. Health and Safety:

- Attendees must comply with all health and safety guidelines as specified by the organizers at the time of the conference, including any COVID-19 protocols such as mask-wearing and social distancing.
- In case of an emergency, follow the instructions provided by event staff, hotel staff, or first responders. The organizers are not responsible for attendees' safety during an emergency.
- By attending, you acknowledge the inherent risk of exposure to illness in public spaces and agree to hold THN harmless for any resulting health outcomes.

5. Privacy and Data Protection:

- Personal information provided during registration will be used exclusively for event administration and will not be shared with third parties without your consent. However, we may share the names of attending agencies with relevant secondary parties. Individual attendee details will remain confidential.

6. Photography and Videography Consent:

- By registering for the Texas Conference on Ending Homelessness, you acknowledge and consent to being photographed or recorded on video during the event. These images and recordings may be used by the Texas Homeless Network for promotional purposes, including but not limited to social media, websites, and future event materials. If you do not wish to be photographed or recorded, please inform the event staff upon arrival. Reasonable efforts will be made to avoid photographing individuals who opt out; however, we cannot guarantee complete exclusion from all recordings in public spaces.

7. Intellectual Property:

- Speaker presentations and materials are the intellectual property of the presenters and may not be recorded or distributed without permission.
- Materials provided to attendees are for personal use only and may not be shared or reproduced without consent.

8. Liability and Insurance:

- The organizers are not liable for any personal injury, loss, or damage to personal property.
- THN is not responsible for lost or stolen items. Please do not leave valuables unattended.
- Attendees are encouraged to obtain their own travel and health insurance.

9. Governing Law:

- These terms and conditions are governed by the laws of the state of Texas.

By registering for the Texas Conference on Ending Homelessness, you agree to these Terms and Conditions. THN reserves the right to update these terms at any time. Updates will be posted on our website and shared with registered attendees as needed.