

# IACP Event Policies 2025

## Registration

When you register, you are agreeing to the terms listed in this document.

## Conference Cancellation Policy

All cancellations must be made in writing and postmarked or emailed no later than June 30th, 2025 for a refund, less a \$100 processing fee.

Cancellations postmarked or emailed after June 30th, and no shows, will **not** receive a refund.

Submit your cancellations to the IACP Administrative Office at

EMAIL: [support@iacpdogs.org](mailto:support@iacpdogs.org)

MAIL: 4120 N Rockwell Chicago, Illinois 60618

You will receive confirmation of your cancellation no later than (3) business days after it is received. If you do not receive this notification, you should contact the office. Please remember that canceling your registration does not automatically cancel your hotel reservation and travel arrangements. Individuals are responsible for canceling their own hotel and travel reservations.

Any conference included materials, tote bags, conference programs, t-shirts or other merchandise must be picked up in person at registration. Items will not be shipped and there are no refunds for uncollected merchandise.

## Pre-Conference Events

Pre-Con Events are offered in addition to the Annual Educational Conference. These are additional opportunities which require registration and fees. Refunds will only be made available if the IACP can fill your reservation to the event. No refunds will be available after June 30, 2024

## COVID-19

The IACP is committed to attendee safety and will follow all CDC, local, and venue guidelines when implementing the conference and trade show. I acknowledge and understand that the circumstances regarding COVID-19 are changing from day-to-day, and that the CDC guidelines are regularly modified and updated. I accept full responsibility for familiarizing myself with the most recent updates, and making informed choices to take precautionary measures to protect myself and others.

## Notice About Speakers

Opinions expressed by speakers at the event are their own opinions and do not necessarily represent the view or opinions of the IACP. The IACP does not provide technical, software, legal, accounting, tax or other professional services or advice, nor does the IACP endorse the accuracy of any opinions or information expressed or provided by speakers at the event.

## Video/Audio Recording and Photography Policy

The IACP reserves all video/audio taping and photography rights at this conference. No video or audio taping is permitted in session and workshop rooms. Photography is not permitted during the speaker's presentation, unless the presenter allows it.

## Group Ticket Purchases

We encourage companies to register their employees. Companies registering five (5) or more employees at one time are eligible for a 10% discount for the total registration fee. Please complete the [GROUP TICKETS form](#) and email to: [support@iacpdogs.org](mailto:support@iacpdogs.org)

## Exhibitor & Sponsorship Refund Policy

All cancellations must be made in writing via e-mail no later than June 30th, for payment of less than 50% deposit.

All exhibitors are required to set their booths in such a way that they do not obstruct the sight lines of neighboring exhibitors. Booth selections will be made by a combination of: the order that reservation agreement and deposit are received by us and level of sponsorship. The IACP does not contract with 3rd parties to sell attendee data.

## Mailing/Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of shipping will be deducted from your refund.

## Service Dogs

Service dogs are allowed and protected under the ADA. Be aware of service dogs and their roles. Service dogs may be present at the event. It is our duty as professionals to be certain we do not interfere with the service dogs

## Service Dog continued

ability to perform its work. If you have any questions or concerns about a Service Dog or Service Dog in Training, please do

not confront the individual, but do share your comments with an IACP Staff or Board Member.

## Pet Dog Attendance Policy

The IACP established that pet dogs are allowed at this conference for Professional and Associate member levels only. If you wish to bring your pet dog, you must fill out the release agreement and submit to our administrative staff (30) days prior to the conference and adhere to following:

1. Dogs on site must be owned by the IACP member.
2. You must complete an IACP Release form in order to be allowed to attend events with your dog. Any member who will be handling a dog must complete a release form (if applicable, host hotel pet form must also be completed for your room if you are staying there). Your badge will indicate completion of the form. Anyone handling a dog without this indication on their badge will be asked to remove the dog from the event area.
3. Your dog must be on a leash and under your full control at all times.
4. You are only allowed to have one (1) dog at a time at IACP events.
5. Dogs are not permitted to growl, jump up on others, urinate or defecate inside, pull at the end of the leash and/or lunge at other people or dogs, etc.
6. Dogs are permitted to be crated in your hotel or designated conference room if they are quiet. If in a hotel, place the Do Not Disturb/Private sign on your door. Be responsible and do not leave your dog in the room for hours without your attendance. If your dog barks excessively, you may be asked to rectify the situation or leave the hotel or event.
7. Dogs are expected to remain on the floor. No dogs are permitted on chairs or any furniture.
8. Dogs are not permitted to go through food lines with their handlers.
9. Dogs are not to be fed in food areas.
10. You are required to clean up after your dog. Immediately remove any excrement, excessive hair or anything which your dog produces. Designated potty stations with bags and trash receptacles will be located outside the event area.
11. No dog is allowed in any of the pools at any time. The pools are not designated as pet-friendly areas.
12. Maintain a safe distance, respecting each human and animal's space.

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