GENERAL TERMS AND CONDITIONS

DEFINITIONS
The Canadian Registration Board of Occupational Hygienists and the International Occupational Hygiene Association are the official hosts of the Conference and hereafter referred to as “Organizer”.

Global Planning Solutions has been contracted by the Organizer and is responsible for conference management services, including registration and housing, and is hereafter referred to as “Conference Secretariat.”

The General Terms and Conditions are valid for each attendee registered for the IOHA 2027 taking place from October 4, 2027, to October 8, 2027 (hereafter referred to as “Conference” or “Event”). Any person registered for the Event is considered an attendee. Also referred to as ‘delegate’, or ‘participant’.

The official Event language is English.

EVENT REGISTRATION
Registration Deadlines

- Early Bird Registration ends April 30, 2027– 11:59 PM Eastern Time
- Regular Registration ends July 30, 2027– 11:59 PM Eastern Time
- Late / Onsite Registration starts July 31, 2027– 12:00 AM Eastern Time

All registration fees are in Canadian Dollars. The registration fee for full registration includes admission to all Scientific Sessions, Welcome Reception, and entry into the Exhibition Hall.

Participants must complete the registration process accurately and provide all required information. Inaccurate or incomplete registrations may be rejected.

If the maximum attendee capacity is reached, the Organizer reserves the right to close the registration site early. A waitlist may be offered.

To be eligible to register for the Event, attendees must be at least 18 years old.

PAYMENT TERMS
An invoice/receipt will be emailed to attendees following confirmation of registration.

Payment of the Event registration is due in full at the time of registration or as otherwise indicated on the invoice.

All fees are payable prior to commencement of the Event to guarantee admission. Failure to make the payment may result in the cancellation of the registration.

The registration fee is based on the date of the receipt of the completed online registration as well as full payment in accordance with the registration deadlines outlined above. Should a deadline be missed, the next applicable fee will be charged automatically. Registrations are not confirmed until payment is received in full.

All registration fees must be paid by debit/credit card, bank transfer, or e-transfer.

Any bank charges incurred (including non-sufficient funds (NSF) and credit card chargebacks for challenged registrations) must be paid by the sender and not the Organizer or the Conference Secretariat. All transactions will appear on the credit card statement as a payment to GLOBAL PLANNING SOLUTIONS.

REGISTRATION CANCELLATION
The Organizer has implemented a cancellation policy to limit the inconvenience caused by delegates' non-attendance, cancellation, or early departure, without reasonable notice, while recognizing that delegates may be unable to cancel within a reasonable time due to circumstances beyond their control.

Attendees who need to cancel their attendance at the Event are to notify the Conference Secretariat by email to ioha-2027-registration@globalplanning.ca as soon as possible.

Cancellations are permitted until Wednesday, August 4, 2027. A full refund, less a CAD 100 administration fee, will be issued to the payment method used at registration.

Delegates wishing to cancel after Wednesday, August 4, 2027, will not be eligible for a refund, however, transfer of the registration to another delegate is acceptable. An administration fee of CAD 35 will be charged for every name change to an existing registration. Attendees wishing to transfer their registration to another person, must contact the Conference Secretariat by email to ioha-2027-registration@globalplanning.ca and provide contact details for the replacement. Substitutions are accepted up to ten (10) days prior to the Event.

Upon cancellation, the Organizer may reallocate the attendee's place.

CANCELLATION OF TICKETED FUNCTIONS
Technical Tour, Professional Development Courses, the Conference Dinner, and any other optional paid items selected during registration (each an "**Event Ticket**") are subject to their own registration and cancellation deadlines, as indicated for each item at the time of booking.

Cancellations of an Event Ticket received before its applicable deadline will be refunded in full, less a CAD 15 administrative fee per item. Cancellations received after the applicable deadline are non-refundable, as the Organizer will have already committed costs on the Attendee's behalf.

Attendees wishing to **exchange** one Event Ticket for another (e.g., switching from one workshop to another) may do so free of the administrative fee, provided the request is made before the applicable deadline for both items and is subject to availability. Where the replacement item carries a higher fee, the Attendee must pay the difference. Where the replacement item carries a lower fee, the difference will not be refunded.

Event Tickets may be transferred to another registered Attendee up to ten (10) days prior to the Event, at no charge, by notifying the Conference Secretariat via email at ioha-2027-registration@globalplanning.ca.

If an Event Ticket item is cancelled or becomes unavailable due to insufficient numbers or circumstances beyond the Organizer's control, affected Attendees will be offered a full refund for that item or, where possible, transfer to a comparable alternative.

CANCELLATION OF THE EVENT
If the Event cannot be held or is postponed due to events beyond the control of the Organizer (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Organizer, the Organizer cannot be held liable by delegates for any costs or losses incurred. Under these circumstances, the Organizer reserves the right to either retain the entire registration fee and to use it for a future Event, or to reimburse the attendee after deducting costs already incurred for the organization of the Event and which could not be recovered from third parties.

ACCOMMODATION
The Organizer has secured a preferred room rate for delegates available through the registration portal. This rate is guaranteed until Wednesday, September 1, 2027, or until the room block is sold out, whichever

occurs first. Delegates are encouraged to book early, as space is limited. After the cut-off date, rooms and rates will be subject to hotel availability and cannot be guaranteed at the Event rate.

A hotel booking confirmation email will be sent closer to the conference date, including hotel details and the confirmation number.

A valid credit card is required as a guarantee at the time of booking. Payment will be made at the hotel.

ENTRY TO THE EVENT
Attendees are required to check in and collect a name badge prior to attending their first session.
Name badges have to be worn at all times while at the Event. If a name badge is lost, a CAD 35 re-printing fee will apply.

PHOTOGRAPHY AND FILMING PERMISSION
By attending the Event, attendees acknowledge that photography, audio recording, and video recording may occur.

Attendees grant the Organizer and their Sponsors/Partners a non-exclusive, royalty-free right to use and reproduce photographs, video footage, audio recordings, and likenesses captured during the Event for promotional, marketing, archival, and reporting purposes in any media worldwide.

INTELLECTUAL PROPERTY AND RECORDING RESTRICTIONS
All Event materials, presentations, recordings, trademarks, branding, and content remain the intellectual property of the Organizer or respective presenters. Attendees may not reproduce, distribute, record, or commercially exploit Event content without prior written permission.

Attendees must not record sessions, presentations, or discussions without prior written consent from the Organizer.

LIABILITY
The Organizer is not liable for any loss, injury, or damage sustained by participants during the Event, unless caused by gross negligence or wilful misconduct on the part of the Organizer.

CODE OF CONDUCT / RIGHT TO REMOVE ATTENDEES
Participants are expected to treat others with respect and behave in a manner that promotes a safe and inclusive environment. Any violation of this conduct may result in immediate disqualification or removal from the Event and possibly restriction from future events.

The Organizer reserves the right to refuse admission to, or remove from, the Event any attendee whose behaviour is deemed disruptive, unsafe, discriminatory, abusive, intoxicated, or otherwise inappropriate, without refund.

DATA PROTECTION AND GDPR COMPLIANCE
Personal Data means any information relating to an identified or identifiable individual.

The Conference Secretariat is committed to protecting the privacy of all Personal Data you provide for this Event. The following statements describe what we are doing with your data, and how long we store it so you are fully informed before submitting your personal information.

The Conference Secretariat collects various types of Personal Data directly from you when you use or register for services it manages on behalf of the Organizer. The specific Personal Data collected during this process varies depending on the requirements of the Organizer.

The Conference Secretariat asks for your Personal Data to facilitate your registration for this Event and to be able to do the following (as applicable):
- Create your member or event account.
- Manage event registration.
- Provide access to mobile event apps.
- Book hotel accommodations.
- Review and approve abstract submissions.
- Communicate information via email.
- Acknowledge and respond to contact requests.
- Share information with emergency services or hospitals if you cannot do so yourself.

To comply with different privacy laws worldwide, specifically with GDPR in the EU and the UK DPA, the Conference Secretariat is required to provide a legal basis for the processing of your Personal Data. The Conference Secretariat will not process your Personal Data unless it has a legal justification to do so. Your Personal Data will only be processed if:

- The Conference Secretariat has obtained your explicit consent prior to processing your Personal Data.
- The Conference Secretariat needs your Personal Data to perform a contractual obligation.
- The Conference Secretariat needs your Personal Data to fulfill our legal and regulatory obligations.
- The Conference Secretariat has a legitimate interest that will not put your rights and freedoms at risk.
- The Conference Secretariat needs to use your Personal Data to protect your vital interests, for example, during a medical emergency.

The Conference Secretariat will only disclose your Personal Data to the following parties under specific circumstances:

- To Global Planning Solutions' employees, if required, to fulfill your requests.
- To contracted service providers assisting with business operations, including but not limited to conference management, payment processing, and technology services.
- To law enforcement, regulatory bodies, or courts when we are required to do so under applicable laws and regulations.
- In the event of an emergency, to your emergency contact and emergency response providers.
- In connection with the sale or reorganization of the business, as permitted by applicable law.
- Any other third party where you have provided consent to such disclosure.

The Conference Secretariat is expected to retain your Personal Data for an established period of time for regulatory, legal, tax, or business requirements.

The Conference Secretariat retains your Personal Data for no longer than reasonably necessary to fulfill the purposes of which it collected it for or to comply with the law, to prevent fraud, to facilitate an investigation, to defend against legal claims, or to exercise our legal rights.

You retain the right to ask the Conference Secretariat about your personal data, withdraw your consent, or request that your personal data is anonymized at any time. Please be aware that a withdrawal of consent before the start of this Event will incur a full cancellation and cancellation fee as noted in your initial registration.

DATA BREACH NOTIFICATION
In the event of a personal data breach, the Conference Secretariat will notify the relevant supervisory authority without undue delay. Where the breach is likely to result in a high risk to delegates' rights and freedoms, it will also notify you promptly, unless legally exempted.

CONTACT INFORMATION
If you have questions, requests, or complaints about the Processing of your Personal Data, please contact the Conference Secretariat at dataprotection@globalplanning.ca.

PRIVACY
The Organizer / Conference Secretariat may contact attendees regarding future events. Attendees may opt out of marketing communications at any time.

Your first name, last name, organization, profile photo (if uploaded), and networking details will be visible to other attendees within the Event app by default. Prior to the Event, attendees will receive login details enabling them to manage their profile visibility, privacy settings, and sharing preferences within the app.

UPDATES
The Organizer may update the Data Protection section from time to time to reflect changes in law, regulation, or business practices or the overall terms and conditions to reflect necessary changes.