



**National Conference on Ending Homelessness**  
November 8-10, 2023 | Halifax Convention Centre, Halifax, NS

**Registration Terms and Conditions**

*The Canadian Alliance to End Homelessness (CAEH) has contracted Golden Planners Inc. (GPI) to act as the professional conference organizers for the National Conference on Ending Homelessness (CAEH23).*

**Conference Registration Fees**

Category <sup>1</sup>	Early bird (registered and paid by August 4, 2023)	Regular (registered and paid after August 4, 2023)
Participant	\$690	\$805
Concurrent Session Speaker	\$345	\$403
Lived Experience Participant <sup>2</sup>	\$300	\$350
Student <sup>3</sup>	\$374	\$431
Remote Participant on-demand pass	\$275	\$325
Remote Student on-demand pass	\$180	\$225
Remote Lived Experience on demand pass	\$138	\$163

All registrations, except the Lived Experience Participant category, are charged an additional 10% inclusion fee to support conference participation by people with lived or living experience of homelessness. All registration fees are subject to an additional 15% Nova Scotia HST.

Full in-person registration entitles participants to the following:

- Access to all plenaries and sessions;
- Access to any extra-conference sessions that are not by invitation only;
- Meals, refreshment breaks and the opening reception are part of the conference program;
- Access to on-demand recordings of select conference sessions post conference.

<sup>1</sup> All registration categories except the Lived Experience Participant are subject to the Lived Experience Inclusion Fee of 10% which will be bundled into the fee on the registration form.

<sup>2</sup> The number of lived experience participants taking advantage of the lived experience participant fee is limited to a maximum of 65, based on the estimated inclusion fees collected to fund the reduced fee.

<sup>3</sup> A limited number of student spaces are available. To qualify for the student rate, the student registration must be received and paid by no later than September 22, 2023 at 11:59 pm (EST). Students must provide proof of full-time registration as an undergraduate, Masters or PhD student at a Canadian post-secondary institution in a program related to homelessness. Please email a letter from your Dean indicating your student status to [info@caeh.ca](mailto:info@caeh.ca).

The conference registration fees do not include accommodations, non-program related meals, travel or any other expenses that may be incurred by attendees to participate in the conference.

Remote on-demand pass includes:

- Exclusive access to video recordings of conference sessions posted the same day they are presented at the conference. This allows participants from across the country to participate and learn in near real-time to the conference, while allowing viewing at convenient times in your local time zone.

### **Inclusion Fee**

Engaging people with lived experience of homelessness is a priority for the CAEH. Following our 2017 conference, the vast majority of respondents to our post-conference survey supported the addition of a 15% inclusion fee on all non-lived experience registrations, to support greater lived experience participation in the conference. Recognizing that this might be a burden for some people in these challenging times, we have reduced the fee to 10% for 2022 and 2023. We will seek to offset the reduction through sponsorships so we can continue to support the same level of Lived Experience participation.

### **Lived Experience Participant Registration Category**

Individuals with lived experience of homelessness may select this fee to receive a 50% discount on conference registration. This fee is made available on the 'honour system' and no proof of lived experience is required. We hope participants will respect the intent of including people with lived experience. This discounted registration will be available on a 'first come, first served' basis and when the limit is reached it will be closed. This fee is offered in addition to our Lived Experience Bursary program. Lived Experience participants will receive a regular participant badge at the conference and will not be identified as a Lived Experience participant without express consent.

### **Group Discounts**

Five or more full in person conference participant registrations from the same organization receive a discount of 10% off the standard registration fees before inclusion fee and taxes. Please note this only applies to the in-person participant registration category and does not apply to any other registration category and cannot be used in conjunction with any other discounts.

### **Payment Terms**

Registration fees may be paid by credit card (VISA, MasterCard or American Express), or by cheque (payable to "Golden Planners Inc.").

To be eligible for *the early bird registration fee*, payment must be received no later than August 4, 2023, 11:59 pm (midnight) EST." To be eligible for the *Regular registration fee*, payment must be received in advance of the start of the conference.

Registrations will not be confirmed until payment is received in full. Post-dated cheques will not be accepted. Any bank charges incurred (including any credit card chargebacks for challenged registrations) must be paid by the sender and not the Conference Secretariat.

Online registration closes on Friday, November 3, 2023, 11:59 pm (midnight) ET.

If payment has not been received by the time of arrival of the participant on-site, access will not be granted until payment has been received from the participant.

### **Acknowledgements**

The Conference Secretariat will send via e-mail a confirmation of conference registration and acknowledgement of payment once full payment has been received and processed.

Online registrations with credit card payments are processed and confirmed immediately by e-mail.

### **Program Changes**

CAEH reserves the right to make changes to program content and method of delivery at its sole discretion, including as a result of public health requirements.

### **Cancellations**

Registration cancellations are permitted until Monday, October 9, 2023, 11:59 pm (midnight) ET. Registrants will receive a full refund less a 25% (twenty-five percent) administrative fee. Cancellations must be submitted in writing to Golden Planners Inc. no later than Monday, October 9, 2023, 11:59 pm (midnight) EST by email to [caeh@goldenplanners.ca](mailto:caeh@goldenplanners.ca). Registrants wishing to cancel after Monday, October 9, 2022, 11:59 pm (midnight) ET will not be eligible for any refund but are encouraged to notify the Secretariat to allow us to free up space for other interested participants. Substitutions from the same organization are permitted until Friday, October 27, 2023, 11:59 pm (midnight) ET and must be submitted in writing as above.

No refunds will be issued for registrations received after Monday, October 9, 2023, 11:59 pm (midnight) ET or for no-shows on-site.

### **Health and Safety**

CAEH is committed to ensuring a safe and healthy conference experience for all participants.

- CAEH23 is a mask friendly event. Masks are optional unless regulated by local public health authorities. Bring your own for your comfort.
- We ask all registrants to monitor their health for any symptoms of sickness. Should you fall ill, we request that you stay home for the health, safety, and comfort of all conference attendees. Should you fall ill and no longer be able to attend in person, CAEH can adjust your registration to a remote access pass so you can participate in the conference virtually on-demand.

The health and safety of our CAEH23 participants remains our top priority and we will continue to share any further updates to these guidelines. Please feel free to reach out to us at any time with questions or concerns.

### **Pet Policy**

For the Health and Safety of all participants and according to food and beverage safety guidelines, only Service animals are permitted at the conference. Service animals are defined as an animal that is required by a person with a diverse ability for assistance and is certified, in writing, as having been trained by a professional service animal institution to assist a person with a diverse ability.

### **Safe Space Promise**

The National Conference on Ending Homelessness strives to be a diverse, inclusive, accepting and safe space for everyone.

We welcome all participants including people with lived experience of homelessness, people of colour, marginalized groups and individuals, and those of diverse sexual orientations and gender identities. Each year the CAEH strives to include a diverse range of presenters, organizations and presentations in the National Conference on Ending Homelessness. Participants are able to indicate preferred pronouns and names on their conference badges and there will be designated gender-neutral bathrooms.

We have made a commitment to include and elevate the voice of people with lived experience of homelessness and we strive to facilitate and support their participation in the conference including scholarships, reduced registration rates, participation throughout the conference program and providing other supports for participation.

The CAEH has also made a commitment to honour Indigenous worldviews, spirituality and practices in all our conferences throughout the programming, in the conference venue/s and protocols. We incorporate the use of traditional knowledge and Elders from different communities and territories to respect diverse worldviews and the sacredness of protocol and prayer.

We recognize the intersectional inequalities many of the people who attend the conference have, or continue to, experience/d. The CAEH has zero tolerance for any form of discrimination, violence, bullying or abusive behavior. We are committed to ensuring that the National Conference on Ending Homelessness is a safe and respectful event and space for all participants. However, ensuring the conference is a safe space is a shared responsibility of all participants.

During the registration process you will be asked to click a button to agree to this Safe Space Promise and that you will treat your fellow participants respectfully, helping ensure the National Conference on Ending Homelessness is a safe space for all participants. You are also acknowledging that any form of discrimination, violence, bullying or abusive behavior may result in your removal from the conference.

If any discrimination is witnessed or experienced during this conference, or if you feel unsafe, please notify a conference organizer or any member of staff or a member of our Board of Directors. If you have suggestions on how we can improve the National Conference on Ending Homelessness experience for all or make the conference more inclusive space, please let us know.

## Privacy Policy

In order to successfully hold the CAEH23, CAEH and GPI collect contact and personal information about registrants through conference registration forms. The achievement of the conference's objectives involves, among other things, communicating with and determining the needs of registrants, processing payment relating to attendance at events or event related services and products.

Personal information is any information about an "identifiable individual" that can be used to distinguish, identify or contact a specific individual. Business contact information such as information on your business card and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories are not considered personal information under federal legislation (PIPEDA). Information about corporations is not considered personal information.

Where an individual provides his or her home address to CAEH as their business contact information, the CAEH considers it to be business contact information, and is therefore not subject to protection as personal information.

Completion and submission of the registration form to CAEH or GPI provides your consent to CAEH and/or GPI to collect your personal information associated with your registration in order to communicate with you, process your conference registration and make any arrangements with third party service providers pertaining to your participation at the CAEH23 (including the provision of this personal information necessary to complete your registration or any aspect of your participation). Agreements are in place with these third-party suppliers to ensure compliance with this policy and applicable privacy laws.

A list of participants, including contact information, may be produced and distributed to registrants. Unless a registrant objects, his/her contact information shall be used for these purposes. Contact information may include a registrant's name, title, department, organization, address, telephone number, and email address as provided on the conference registration form. If a registrant does not consent, then his/her contact information shall be used by CAEH and GPI solely for purposes of communicating with the registrant and shall not be provided to anyone else, except as provided for above to process the registration. In the event a registrant does not complete the Collection, Use and Disclosure of Information Section, the submission of a conference registration form constitutes the consent of a registrant to the use of his or her contact information for these purposes.

In accordance with Canada's anti-spam laws, CAEH and GPI will require expressed consent to contact you for commercial purposes outside of your participation at the CAEH23. Acceptance of these terms and conditions are mandatory for the CAEH23 registration, and thus do not indicate your expressed consent for future communications. This consent will be collected separately during all CAEH event registrations. Except as previously noted, your information will not be provided to any third party.

GPI will retain personal information provided to them only for so long as it is required for the purposes stated above. Information about a former registrant is not actively maintained.

For more information on Golden Planners Inc.'s privacy policy, please visit <https://www.goldenplanners.ca/privacy-policy>.

This privacy policy was updated March 16, 2023.

### **Photo and Video Release**

Photographs and video may be taken by the Conference organizers at CAEH23 and the Conference organizers may use them in news or promotional materials whether in print, electronic format or other media, including the conference website. By participating in CAEH22, you grant CAEH the right to use your name, photograph and/or video recording for such purposes. If you do not want CAEH to use your image, please contact Trish Muntain at [info@caeh.ca](mailto:info@caeh.ca).

### **Special Requirements (Dietary, Accessibility, Other)**

If you need special accommodations or have specific mobility or dietary needs or allergies, please indicate those items when you register on-line. All catered functions will provide vegetarian options if previously requested.

If you have any questions about your registration, please contact the CAEH23 Registration Coordinator at [info@caeh.ca](mailto:info@caeh.ca).