



## **SERVICES AND POLICIES**

The content of this policy document is subject to change at the discretion of the North American Society for Trenchless Technology (NASTT) and without prior notice.

### **Accessibility for Registrants with Disabilities**

NASTT is committed to providing an outstanding experience for all participants at No-Dig North and the No-Dig Show. We strive for full access to all activities at this event based on an awareness of participants' needs and appropriate planning. Accessibility accommodations relating to mobility, hearing, vision or other areas may be provided upon advance request at NASTT events.

We ask that requests for reasonable accommodations at our live events be made as early as possible, and well in advance of the event, so we may best accommodate individual needs and requirements. On-site requests will be accommodated to the best of our ability; however, available resources may be limited.

For questions or concerns about accessibility, please contact <mailto:info@nastt.org>.

### **Attire**

Business casual attire is recommended during NASTT No-Dig North and the No-Dig Show. Shoes must be worn at all times and compliance with reasonable PPE clothing requirements.

### **Badges**

NASTT No-Dig North and No-Dig Show name badges will be issued to all registered attendees, regardless of registration type, and must be worn and visible at all times to gain entrance to sessions, events, the Exhibit Hall and all other areas of the event. One-day registrants will find the day they selected for attendance prominently printed on their badges. Exhibit Hall-only passes indicate limited convention access. Guests must also wear their badges.

Badges are generated based upon the information provided when registered so ensure to indicate your name and organization exactly as you would like it to appear on your badge. Per NASTT policy, there will be a \$25 US fee to reprint any badge that has previously been issued.

### **Cameras, Photography, and Photo Release Policy**

The services of an official professional photographer are used for the NASTT No-Dig Show and No-Dig North. By registering for or attending the event, you hereby agree to allow NASTT to use your name, image, and likeness, in whole or in part, in perpetuity, in any manner or media whatsoever throughout the world, including, without limitation, in No-Dig Show and No-Dig North related publications, on NASTT websites, or in other society materials, or to refrain from doing so. You hereby agree that you have no right of approval, no claim to compensation or benefit wherever lawful, and no claim, including, without

limitation, claims based upon invasion of privacy, defamation, right of publicity, blurring, distortion, alteration, optical illusion, or use in composite form, whether or not intentional, arising out of any photograph or use set forth above, and NASTT shall own the materials arising out of any such photograph and use. Limited use of cameras is allowed for exhibitors in their own booth area. Photography, video production and/or graphic reproduction of other exhibitors' booths and products displayed therein are prohibited unless authorization is obtained from the exhibitor. Commercial use of photographs of attendees by exhibitors is prohibited unless written consent is given by the attendee.

Personal photography and social media engagement are permitted and encouraged at all social functions.

### **Cell Phones**

Talking on cell phones is strictly prohibited during all education sessions and other non-social events at the NASTT No-Dig Show and No-Dig North. Cell phones should always be in silent mode during sessions, meetings, and events to avoid disruption. Recording and photography is prohibited during all sessions and events without prior written consent from NASTT.

### **Children**

The NASTT No-Dig Show and No-Dig North is a professional development event, and some areas are not intended to be inclusive of children. Due to space limitations and safety issues should overcrowding occur as well as the potential for disruption, the presence of infants and children under the age of eighteen (18) years is not permitted in the technical paper session rooms. Admission to the Exhibit Hall is permitted with the accompaniment of a registered, responsible adult attendee noting that some convention centers maintain policies restricting children. It shall be the responsibility of the parent/guardian to supervise their children at all times. During set up and tear down, no person under the age of eighteen (18) years will be allowed in the Exhibit Hall.

NASTT does not provide childcare services. Your hotel concierge may be able to provide information about on-site child care services or other local options for child care.

### **Code of Conduct**

NASTT expects all No-Dig Show and No-Dig North attendees to respect each other, student volunteers, NASTT staff, contracted staff, convention center staff, and security, and behave in a courteous and civilized fashion. Attendees should respect common sense rules for public behavior, personal interaction, common courtesy, and respect for private property.

Abusive, harassing, or threatening behavior towards any other attendee or directed at any student volunteer, NASTT staff, contracted staff, convention center staff, or security will not be tolerated. Please report any incidents in which an attendee of the meeting is abusive, insulting, intimidating, bothersome, or acting in an unsafe or illegal manner to NASTT staff or security immediately.

### **Comments and Feedback**

All attendees are invited to make suggestions or leave feedback at [info@nastt.org](mailto:info@nastt.org). You hereby agree that NASTT shall own all suggestions, feedback, comments, ideas, concepts and changes that you provide to NASTT and all associated intellectual property rights (collectively the "Feedback") and you hereby assign to NASTT all of your right, title and interest thereto. You will not knowingly provide NASTT any Feedback that is subject to third party intellectual property rights. You agree to cooperate fully with NASTT with

respect to signing further documents and doing such other acts as are reasonably requested by NASTT to confirm that NASTT owns the Feedback.

### **Conflicting Event**

Events that conflict with the NASTT No-Dig Show and No-Dig North trade show hours or networking events will not be permitted. Conflicting events include, but are not limited to meetings, hospitality suites, offsite functions, private sporting events.

### **First Aid**

First Aid is the responsibility of the host convention center or equal.

### **Guest Services**

Guest Services is the responsibility of the host convention center or equal.

### **Lost and Found**

NASTT is not responsible for items lost or stolen during the No-Dig Show or No-Dig North, nor is NASTT responsible for returning found items to attendees. Found items should be returned to the Registration Desk where they will be available for collection until the end of the day's hours. After this the item will be turned over to the venue security team for handling in accordance to their policies.

### **Parking**

Parking is the responsibility of the host convention center or equal.

### **Personal Consideration Rooms**

Private rooms may be available in the host convention center for nursing mothers and others with sensitive personal health needs. Please contact the convention center directly for information.

### **Privacy**

NASTT recognizes the importance of protecting personal information. For details on our Privacy Policy, please address inquires to [info@nastt.org](mailto:info@nastt.org).

### **Recording**

Whether for personal or commercial use, the following recording types are strictly prohibited during the entire NASTT No-Dig Show and No-Dig North including the technical paper sessions; Exhibit Hall hours; and NASTT Courses:

- Audio, video, and digital recordings,
- Live streaming or broadcasting,
- Photography (see Cameras).

The only exception is if consent is granted in writing from NASTT prior to the start of the event. Any individual who does not comply with this policy will be asked to leave the session or event and to surrender the film or recording media. Under no circumstances may presentations be rebroadcast.

### **Security**

Security is the responsibility of the host convention center or equal.

### **Session Changes and Cancellations**

All presentations and sessions are subject to change, due to cancellations or presenter changes.

### **Technical Paper Session Room Behavior**

Extensive planning goes into scheduling the technical paper sessions in appropriately sized rooms. However, the popularity of sessions is not always predictable, and overcrowding occasionally occurs.

If a session room reaches capacity, all attendees must follow the instructions provided by NASTT staff, Convention Center staff, student volunteers, or security staff. Attendees may be instructed not to stand against the walls or block the aisles or doors, or they may be denied entry if the room is too crowded. NASTT is obligated to abide by the guidelines established by the local Fire Marshal.

If a room reaches full capacity and we do not have your cooperation, the Fire Marshal has the authority to delay or even terminate the session until any problem has been satisfactorily corrected. Please be courteous and respectful to staff and student volunteers when you are directed elsewhere.

Attendees are asked to be respectful of their fellow attendees and to be mindful of potential disruptions during sessions, such as eating food, use of cell phones or other mobile devices. Phones and other mobile devices should always be silenced.

### **Social Media Policy**

NASTT encourages the use of social media and blogging at the No-Dig Show and No-Dig North as a way for attendees to summarize, highlight, and promote presentations, or share their thoughts on their experience in general, provided that presentation content and materials are not shared in full, and authors or presenters are referenced and cited where appropriate. All attendees must be respectful of intellectual property rights and copyrights (See Recording).

### **Speaker Ready Room**

A room at the convention center will be designated for speakers to finalize and upload presentation slides and notes.

### **Sponsors**

NASTT thanks our many loyal sponsors. No-Dig Show and No-Dig North sponsors are not responsible for the content of this conference, nor does NASTT provide endorsement for their products or services.

### **Unauthorized Solicitation and Distribution**

Solicitation of business on the premises of the Exhibit Hall by anyone other than official No-Dig Show or No-Dig North exhibitors is strictly prohibited. Distribution of flyers, pamphlets, notices, and brochures in the Exhibit Hall by anyone other than official No-Dig Show or No-Dig North exhibitors is strictly prohibited.