



Congress 2025 Registration Policy

Introduction

By using our services, attendees agree to comply with and be bound by the following terms and conditions. It is important to read these terms carefully before proceeding with a registration.

By completing their Congress 2025 registration, attendees acknowledge that they have read and understood these terms and conditions.

Terms and Conditions

1. General

All Congress 2025 attendees must register. This includes presenters, speakers, panelists, organizers, and those moderating/chairing or attending a session.

All Congress 2025 attendees on site at George Brown College must check in at the registration desk to receive their badge and they must wear it at all times while attending.

All association conference attendees must register for their conference, and this must be indicated on their badge when attending the association's conference programming.

Association conference attendees cannot register via Community Pass.

All Congress attendees must accept the Federation's Code of Conduct and the Virtual Events Terms and Conditions of Use to attend.

2. Refund Policy

Should a registered attendee need to cancel their registration, this can be done by emailing a request to congress@federationhss.ca.

April 22, 2025 is the refund deadline. After this date:

- Any cancellation requests made by attendees whose association is registered to host its annual conference at Congress – on the partner institution campus or on the Congress Virtual Platform – will not be eligible for a refund.
- **If the Federation cancels** Congress due to adverse circumstances such as severe weather events, venue unavailability, power blackouts, labour strikes, wildfires, or earthquakes, preventing Congress from being held in its original hybrid format, the Federation may refund the Congress fee portion of registration to all attendees.
- **If an attendee's association cancels** its conference due to adverse circumstances such as severe weather events, venue unavailability, power blackouts, labour strikes, wildfires, or earthquakes deemed incompatible with the association's original conference plans, **the Federation may, at its discretion**, refund the Congress fee portion of registration to that attendee.

Administrative Fee: For any refunds processed before the refund deadline, a non-refundable administrative fee of \$60 will be deducted from the total amount refunded.



Refunds will only be made to the card that made the original transaction. It is not possible to refund a different card or account than the one used to make the original purchase.

3. Exchange Policy

Should an attendee need to exchange their registration, either by changing their registration type or changing which association conference they have selected, this can be done by emailing a request to congress@federationhss.ca.

Should the exchange result in a lower cost for the attendee's registration, the refund of the difference will only be made to the card used for the original transaction. It is not possible to refund a different card or account than the one used to make the original purchase.

Should the exchange result in a higher cost, the attendee's balance due must be paid prior to May 29, 2024. Attendees will not be able to have their badge printed or have access to the Congress Virtual Platform until their balance due has been paid.

Exchanges from a Regular, Reduced, or Special Reduced registration type to a Community Pass are only possible prior to April 22, 2024.

After April 22, 2024, it is not possible to exchange a registration from a Regular, Reduced, or Special Reduced registration type to a Community Pass.

Should an attendee require an exchange after their badge has been printed on site during Congress 2025, they will be required to return their badge to receive an updated version.

Exchanges will not be possible after June 6, 2025.

4. Chargeback Policy

If an attendee disputes the transaction for their Congress 2025 registration with their credit card provider, this will result in the automatic cancellation of their registration.

Should the attendee want to reinstate their registration, they will be required to pay a \$60 "Chargeback fee" in addition to the original cost of their registration.

5. International Attendees

It is the attendee's responsibility to ensure that they have all the required travel documents to enter Canada.

It is the attendee's responsibility to book and pay for their own travel arrangements and accommodations.

The Federation for the Humanities and Social Sciences does not issue letters of invitation to Congress attendees. Should an attendee require a letter, they are invited to contact their association. It is at the association's discretion as to whether they will provide any letters of invitation.



The Federation can provide international attendees with a Special Event Code issued by Immigration, Refugees and Citizenship Canada that they can include in their visa application to strengthen their request. To receive this code, the attendee must be registered for Congress and contact congress@federationhss.ca to confirm that they require this code and to provide the following information: registration ID, their first and last name as it will appear on the visa application, their passport country of issuance, and their visa application number.

The Immigration, Refugees and Citizenship Canada Special Event Code for Congress 2025 can only be shared by the Federation with registered attendees and the code can only be used by registered attendees. If an international Congress attendee is traveling with someone else who requires a visa to enter Canada, that person also needs to register for Congress to be able to use the code. International attendees who request this code will have their information shared with Immigration, Refugees and Citizenship Canada.

If an international attendee is denied entry to Canada or delays in the processing of their visa application have resulted in the inability to attend Congress in person, they can email congress@federationhss.ca before April 22 so that we may cancel their registration and refund them the cost of their registration, minus a \$60 administrative fee. After April 22, cancellation requests for visa reasons will not be eligible for a refund.

The deadline for international attendees to register for Congress, request the Immigration, Refugees and Citizenship Canada Special Event Code and send all required information to congress@federationhss.ca is April 3, 2025. After April 3, 2025, the Federation will no longer be able to assist international attendees with the visa application process.

6. Children and minors

Children and minors (under the age of 18) must be registered and always accompanied by a parent or guardian while at Congress, unless attending Congress childcare.

The Congress registration fee does not apply to children and minors, but the association conference fee is at the discretion of the association. Attendees should email congress@federationhss.ca if they plan on bringing a child and/or minor to Congress to register them.

Registration for Congress childcare is separate from Congress registration.

Some events at Congress may not be appropriate for all children and/or minors. Children and minors are welcome at Congress open programming for all attendees (a list of these events can be found in our Events Calendar). Scholarly associations may have restrictions surrounding age limits at their conference.

7. Support person registration

Support persons or companions are not required to register or pay for Congress if they are travelling with a registered Congress attendee with accessibility needs. Attendees with accessibility needs can email congress@federationhss.ca with their support persons information so they may be registered by our staff.



Support persons will be allowed to enter Congress sessions only when accompanied by the individual whom they are supporting.

8. Transferring a Congress registration

If an attendee is unable to attend Congress after having registered, they may transfer their registration to another person. To do this, they must email congress@federationhss.ca before May 29 and include the name, email address and consent of the individual that is being transferred the registration.

Contact Information

Any questions about these terms can be directed to congress@federationhss.ca.