



Official Health and Safety Statement

With HEALTHCON 2021 being an online or in-person event, we would like to inform you of the great care our event organization team and the hotel are taking to ensure your safety, should you choose to attend in person.

Our hosting property, The Gaylord Texan, recently completed a \$120 million expansion of the facility, resulting in nearly 500,000 square feet of meeting and exhibit space for better social distancing. Here is their [Commitment to Clean Guide](#) which provides in-depth details on how they facilitate a safe, secure and healthy environment onsite for all participants.

Event organizers will adhere to local mandates as well as Events Industry Council and U.S. Centers for Disease Control & Prevention recommendations. Here are the precautions we are taking for your health and safety:

On-site temperature monitoring

- Mandatory temperature checks will happen each day before entering the event. If a temperature is indicated, you will kindly be asked to quarantine in your room and log onto our virtual online experience.

Conference bag, name badges and lanyards will be mailed ahead of arrival to limit on-site queuing. Please be sure to pack these items with you as there will NOT be onsite registration.

Masks

- A Reusable mask will be provided by AAPC and will be mailed to you ahead of time.
- You may also bring your own mask.

Hand sanitizer

- Personal-sized hand sanitizer will be provided by AAPC and will be mailed to you ahead of time.
- Hand sanitizer stations will be positioned throughout the meeting space.

In partnership with the Gaylord Texan, we will be providing:

- Responsibly-handled seating, food and beverages and continuous sanitation of meeting spaces.
- Appropriate signage and floor decals to reinforce social distancing and other safety reminders.

Personal Accountability Commitment

By attending HEALTHCON 2021 in Grapevine, TX, you agree to abide by and engage in certain health-and-safety-beneficial conduct while attending the event. This includes, but is not limited to, submitting to daily temperature checks, wearing a mask at all times in public areas, engaging in appropriate physical distancing and not attending the event if you are ill or have been recently exposed to COVID-19.

If this is your first big gathering since the onset of the Coronavirus, the first hour will probably be exciting but also, a bit awkward. You may also feel a little distant from fellow attendees. You may want to give a colleague you haven't seen in years a big hug or sit closer together during the sessions. These are instincts we all have, but you will be encouraged to refrain from any close contact throughout the conference.

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In the event that circumstances change between now and the start of the conference, we have included details of the cancellation policies below.

Risk-Free Cancellation Policy:

In-person registrants who are not able to attend the live event will be given the option to transfer to the online event and receive a \$200 refund, transfer to a future in-person event, or a receive a full refund. Online registrants can transfer to another event or receive a full refund. NO REFUNDS or CREDITS will be issued for no-shows.

COVID Restriction Policy:

In the event that the conference has to go fully virtual due to Texas COVID restrictions OR you are unable to travel due to your state being shut down due to the virus, you will receive a \$200 refund and will be transferred to our virtual event and the above cancellation policy will apply. AAPC will not be responsible for reimbursement of any participant's expenses related to the cancellation or postponement of an event.

Hotel Refund Policy: All hotel cancellations must be made 10 days prior to your arrival date to receive a refund. Cancellations made less than 10 days prior to arrival will be charged a fee. No-shows will not receive a refund.