



## 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.

**Cancellation Policy:**

If you registered for Healthcon 2021 before February 1, 2021 – AAPC will continue to honor the original Risk-Free Cancellation Policy

**In-Person Registrants**

In-person registrants who are not able to attend the live event will be given three options: 1) The option to transfer to the online event and receive a refund for the difference in cost 2) A voucher to a future, in-person event, or 3) A full refund if you cancel in full before March 15. If you cancel in full after March 15, there will be a \$300 cancellation fee applied. Please note that special, extenuating circumstances will be reviewed on a case-by-case basis.

**Virtual Registrants**

If you registered for Healthcon 2021 Virtual attendance, you can either transfer your credit and receive a voucher for another virtual event or receive a full refund.

**No Shows (In-Person and Virtual Registrants)**

NO REFUNDS or CREDITS will be issued for no-shows.

**Hotel Refund Policy:** All hotel cancellations must be made 5 days prior to your arrival date to receive a refund. Cancellations made less than 5 days will be charged a fee of \$285 for the cost of one night stay. No-shows will not receive a refund.