



By registering for the MAG 2021 Mid-Year Conference and/or the MYC 2021 Tech Forum you have agreed to the following policies. Please [contact the MAG](#) with any questions.

Registration Policies

- Registration fees must be paid in full by credit card to complete registration.
- Registration for the Virtual Tech Forum includes access to the entire Tech Forum and virtual exhibit hall. Note that some sessions are Merchant-Only.
- Registration for the Virtual Mid-Year Conference includes access to the entire Mid-Year Conference and virtual exhibit hall. Note that some sessions are Merchant-Only.
- MAG reserves the right to make any necessary corrections to your registration/fee if you register in the wrong category and pay the incorrect registration fee.
- Registration transfers and refunds for the Virtual Tech Forum will not be accommodated after February 5th.
- Registration transfers and refunds for the Virtual Mid-Year Conference will not be accommodated after February 16th.
- There will be no refunds or exchanges for no-shows.
- The MAG Virtual Tech Forum and Mid-Year Conference are private events and MAG reserves the right to deny registration at its discretion.
- Event invite/join information is unique to each attendee and cannot be shared or duplicated.
- The MAG reserves the right to use recordings taken during the Virtual Tech Forum and Virtual Mid-Year Conference for promotional purposes.
- Confirmation for your registration is sent via email upon completion of registering. Please save your confirmation email/receipt for your reference. Be sure to check your spam if you don't receive.
- As a final confirmation and conference reminder, an instructional email will be sent to you prior to the start of the Virtual Tech Forum and/or Mid-Year Conference with details on how to login to the virtual events along with any additional instructions.

MAG Virtual Programs Code of Conduct

Merchant Advisory Group (MAG) is committed to providing a safe, productive, and welcoming environment for all meeting participants and MAG staff. All participants, including, but not limited to, attendees, speakers, volunteers, exhibitors, sponsors, MAG staff members, and all others are expected to abide by this Virtual Programs Code of Conduct. This Policy applies to all MAG meeting-related events, including those sponsored by organizations other than MAG but held in conjunction with MAG events, on public or private platforms.

If you experience harassment or hear of any incidents of unacceptable behavior, MAG asks that you inform either John Drechny, MAG CEO, John.Drechny@merchantadvisorygroup.org or Andrea Rouse, Conference Director, Andrea.Rouse@merchantadvisorygroup.org so that we can take the appropriate action.



Unacceptable behavior includes but is not limited to:

- Harassment, intimidation, or discrimination in any form.
- Verbal abuse of any attendee, speaker, volunteer, exhibitor, sponsor, MAG staff member, or other meeting guest.
- Examples of verbal abuse include, but are not limited to, verbal comments related to gender, sexual orientation, disability, physical appearance, body size, race, religion, national origin, inappropriate use of nudity and/or sexual images in public spaces or in presentations, or threatening or stalking any attendee, speaker, volunteer, exhibitor, MAG staff member, service provider, or other meeting guest.
- Disruption of presentations during sessions, in the exhibit hall, or at other events organized by MAG throughout the virtual meeting. All participants must comply with the instructions of the moderator and any MAG virtual event staff.
- Presentations, postings, and messages should not contain promotional materials, special offers, job offers, product announcements, or solicitation for services. MAG reserves the right to remove such messages and potentially ban sources of those solicitations.
- Participants should not copy or take screen shots of Q&A or any chat room activity that takes place in the virtual space.

MAG reserves the right to take any action deemed necessary and appropriate, including immediate removal from the meeting without warning or refund, in response to any incident of unacceptable behavior, and MAG reserves the right to prohibit attendance at any future meeting, virtually or in person.

Cancellation Policy

Cancellations and/or registration transfer requests must be communicated to the MAG via written email communication. Virtual Tech Forum registrations cannot be transferred or refunded after February 5th. Virtual Mid-Year Conference registrations cannot be transferred or refunded after February 16th.

Social Media Policy

MAG encourages attendees and sponsors to share conference session titles and speaker information on social media channels, including, but not limited to: LinkedIn, Twitter, Facebook and the MAG conference app; however, we do not approve of live-tweeting and/or sharing of speakers' direct quotes and content from MAG conferences and events.