



## CMSA Detroit 2026 Annual Conference Terms of Service

1. **WHO MAY EXHIBIT** – The exhibition is only for those companies’ offering products, equipment and services that are related to the case management profession and which have no outstanding payments due CMSA Detroit for other goods or services. CMSA Detroit reserves the right to determine eligibility of any applicant as an Exhibitor up to and including the dates of the show.
2. **ASSIGNMENT OF EXHIBIT SPACE** – Assignment of space will be made on a first-come, first-served basis except where identified on our Sponsor and Exhibitor materials. CMSA Detroit reserves the final decision and right, in the best interest of the Exhibit, to amend the floor plan, assign, or relocate selected space in areas other than that selected by Exhibitor.
3. **COST OF EXHIBIT SPACE** –The cost of the exhibit spaces is noted in the application. Each exhibitor table comes with (2) conference registrations, additional badges can be purchased (All personnel must be registered for conference) ; (see Section 8 for additional details); and exhibitor listing on the CMSA Detroit website. Only one company name per booth will be listed on the booth sign or in conference materials.
4. **CANCELLATION** – An Exhibitor may cancel or withdraw from the exhibit program subject to the following conditions: **(A)** The Exhibitor shall file a written notice of intention to cancel or withdraw by 2 weeks before the conference to receive a full refund. **(B)** If written notice of cancellation is received on or after 2 weeks before the conference, no refunds will be made for cancellation regardless of reason.
5. **HOLD HARMLESS CLAUSE** – The Exhibitor assumes the entire responsibility and liability for losses, damages, and claims arising out of injury or damage to Exhibitor’s displays, equipment, and other property brought upon the exhibition premises and shall indemnify, defend and hold harmless Licensor and CMSA Detroit’s, respective officers, directors, employees, or agents from any and all such possible losses, damages and claims. (See also section 13).
6. **ARRANGEMENT OF EXHIBITS** – Exhibit(s) shall be arranged so as to avoid obstructing the general view of the other exhibits in the Exhibition area. Exhibits must be self-contained within the booth area assigned, and chairs, furniture, or exhibit materials are NOT to be placed outside the booth area. Demonstrations are permitted only within the confines of the individual exhibitor’s booth.
7. **REGISTRATION** – All visitors to the CMSA Detroit Conference must register in accordance with the rules of the Conference.
8. **OBJECTIONABLE CONDUCT** – CMSA Detroit reserves the right to reject or terminate exhibit privileges of any Exhibitor including personnel in whole or in part, which because of noise, conduct of personnel, method of operation, selling outside of the booth, materials, or for other causes which CMSA Detroit believes is not compatible with the purpose of the Conference, or any other reason in the opinion of CMSA Detroit, without liability for any refunds or other expenses incurred.
9. **COMPLIANCE WITH LAWS** – Exhibitors shall bear responsibility for the compliance with any and all local, city, state and federal safety, fire and health laws, ordinances and regulations, including the Policies, Rules and Regulations of the Conference Hall, regarding the installation, dismantle and operation of the exhibit.
10. **TRANSACTIONS ON EXHIBIT HALL FLOOR** – Transactions by Exhibitors on the exhibit hall floor are strictly prohibited. If you are found to be conducting transactions on the exhibit hall floor, your booth will be shut down, your conference credentials will be revoked, and you will be asked to leave the conference. Transactions and sales may be conducted on the Exhibitors own time outside of exhibit hours.
11. **AMERICANS WITH DISABILITIES ACT** – Exhibitor represents and warrants that its exhibit and product/service information shall comply with the Americans with Disabilities Act, its regulations and guidelines (collectively “ADA”). Exhibitors shall indemnify, defend and hold harmless CMSA Detroit, their respective directors, officers, employees



and agents, and each of them, from and against any and all claims and expenses, including attorney's fees and costs, arising out of or related to Exhibitor's breach of this provision or noncompliance with any provision of the ADA.

12. **EXHIBIT HOURS** – In their own best interest, and for security, Exhibitors are encouraged to keep an attendant at their booths during all open hours. It is agreed that no Exhibitor will dismantle or remove any part of their exhibit prior to show closing. If an Exhibitor violates this provision, the Exhibitor will be fined up to \$500.
13. **LIABILITY, INSURANCE AND WAIVER OF SUBROGATION** – CMSA Detroit and their respective directors, agents and employees shall not be held responsible for the safety of exhibits against fire, theft, or property damage, or for accidents to Exhibitors or their Employees, Agents, Volunteers and Attendees from any cause prior to, during or subsequent to the period covered by the exhibit contract. Exhibitors shall obtain, at their own expense, adequate insurance against any such injury, loss or damage. The Exhibitor waives the right of subrogation by its insurance carrier(s) to recover losses sustained under Exhibitor's insurance contracts for real and personal property, except when CMSA Detroit, and their respective directors, agents and employees has acted willfully or negligently. Exhibitor shall list CMSA Detroit and their respective directors, agents and employees as additional insureds on its liability policies for the period beginning with installation of the booth through completion of move out. Further, Exhibitor shall indemnify, defend and hold harmless CMSA Detroit, their respective officers, directors, employees, and agents against and from any and all losses, costs, damages, liability, or expenses (including attorney's fees) arising from or by reason of any accident, bodily injury, property damage, or other claims or occurrences to any person, including Exhibitor, its employees and agents, or any business invitees, arising out of or related to Exhibitor's occupancy or use of the exhibition premises, including storage and parking areas. The terms of this provision shall survive the termination or expiration of this Agreement. CMSA Detroit makes no representation or warranty as to the attendance or overall success of the conference and, as such, shall have no liability to Exhibitor for damages relating to low attendance, the overall success of the show, or any other factors beyond the reasonable control of CMSA Detroit.
14. **FORCE MAJEURE** – Should events beyond the reasonable control of CMSA Detroit, such as acts of God, war, curtailment or interruption of transportation facilities, unavailability of facilities, threats or acts of terrorism or similar acts, disease, epidemic, State Department or other federal, state or local government agency travel advisory, civil disturbance, or any other cause beyond the parties' control, which, in the party's reasonable judgment, would tend to make it commercially unreasonable, illegal, or impossible for either party to perform its or their obligations under the Agreement as they relate to the Conference, such party may cancel the Exhibitor Agreement upon written or e-mail notice to the Exhibitor, without liability including return of exhibition fees in whole or part at CMSA Detroit's option.
15. **DRESS OF ATTENDANTS** – Costumes not regularly associated with the business and professional character of the conference must have the approval of CMSA Detroit.
16. **SUBLEASING** – Exhibitors may not sublet, sub-divide or assign their space, or to otherwise permit non-exhibitors to distribute materials in their space or any part thereof.
17. **PHOTOGRAPHS/VIDEOTAPING** – CMSA Detroit reserves the right to record video and take photographs for promotional and educational purposes.
18. **ALCOHOLIC BEVERAGES** – Exhibitors will not be permitted to sell, serve, or give away alcoholic beverages in the exhibitor hall.
19. **CONSUMABLE ITEMS** – All consumable items must be approved through the Conference Hall.
20. **COPYRIGHTED WORKS** - Exhibitor acknowledges and agrees that it shall be solely responsible for obtaining any licenses, permits, etc., which may be required for it to broadcast, perform, or display any copyrighted materials including, but not limited to, music, video, and software. Exhibitor shall indemnify, defend and hold harmless CMSA Detroit, its directors, officers, employees and agents, and each of them, from and against any and all claims and expenses, including attorney's fees and costs, arising out of or related to Exhibitor's breach of this provision. The terms of this provision shall survive the termination or expiration of this Agreement.
21. **SMOKING** – Smoking will not be allowed in the conference or exhibit hall.



22. **CHANGES** – CMSA Detroit reserves the right to make any changes in the rules necessary to ensure the health and safety of those in attendance, the significance of the exhibition and harmony of operation. Exhibitors will be advised of any such changes by bulletin or e-mail.
23. **COMMUNICATION** – All conference correspondence will be made through e-mail or cell phone, text, or recorded messaging. A valid e-mail address or cell phone number is required. This information will be requested from each person during online Exhibitor Registration. Your information will only be used by CMSA Detroit and its agents as needed to communicate conference-related information and notifications. Data and text charges may apply.
24. **VIOLATIONS** – Violations of any of these Rules and Regulations on the part of Exhibitor, its employees, or agents shall, at the option of CMSA Detroit, constitute cause for CMSA Detroit to terminate this Agreement, expel Exhibitor from the show, and Exhibitor shall forfeit all fees paid to CMSA Detroit. All decisions of CMSA Detroit are final.