

## **Dakota Credit Union Association Code of Conduct**

To keep our members informed about the latest industry trends and to facilitate purposeful networking connections, Dakota Credit Union Association (DakCU) provides a variety of opportunities for volunteers and staff to come together to collaborate and innovate. We also provide numerous on-demand and remote learning options available from the convenience of your own office.

All attendees deserve an enjoyable and fulfilling professional experience at DakCU events, and DakCU is committed to providing a productive and welcoming environment for all attendees. This Code of Conduct applies during all DakCU meeting-related events, including those sponsored by organizations other than DakCU but held in conjunction with DakCU events.

All attendees, including but not limited to, guests, presenters, sponsors, volunteers, exhibitors and DakCU staff are required and expected to abide by this code. The code will be enforced throughout all events to the fullest extent possible. All participants are encouraged to help enforce this code of conduct.

DakCU is committed to creating a welcoming, safe and respectful environment for all persons who attend our conferences and events regardless of gender, race, ethnicity, religion, sexual orientation, disability, veteran status, physical appearance or career level. Prohibited behavior includes but is not limited to the following:

- Intimidating, harassing, abusive, offensive, violent, or unwelcome verbal comments or conduct related to any protected class mentioned above;
- Unwelcome or unprofessional physical contact;
- Unwanted attention related to sex;
- Obscene or derogatory gestures, jokes or comments;
- Physical or verbal abuse of any attendee, speaker, volunteer, exhibitor, DakCU or venue staff, service provider, or other event guests;
- Inappropriate photography or recording;
- Intimidating or harassing behavior, including stalking;
- Sustained disruption of talks or other events;
- Wearing clothing that is not suitable for a professional work environment, that is inappropriate, or otherwise offensive.
- Failure to obey any rules or regulations of the event venue.

For any violation of this code of conduct, DakCU will take appropriate action, at its sole discretion, including warning anyone to stop unacceptable behavior, immediate removal from event without warning and/or refund, and/or prohibiting attendance in future events. DakCU may also contact security or local law enforcement if deemed necessary.

If you or others are observing any prohibited behavior at an DakCU event, or have any concerns, please contact a member of the DakCU team immediately.

### **Cancellation Policy**

All cancellations and substitutions must be submitted via email to [info@dakcu.org](mailto:info@dakcu.org). Cancellations made 15 calendar days or more prior to the event date will receive a full refund. Cancellations made within 7 to 14 calendar days will incur a 50% fee. Cancellations made within 7 calendar days of the event must pay the full price of the registration. Substitutions are welcome at any time and can also be sent to [info@dakcu.org](mailto:info@dakcu.org). DakCU reserves the right to cancel or reschedule any event and will make every effort to contact participants in a timely manner. If DakCU extends a registration deadline, the refund time frame will not be extended.

### **Photography/Recording Disclaimer & Release**

DakCU, itself or contracted partners, may be photographing, videotaping, audiotaping, or live streaming sessions and activities at its events. By registering, all participants including attendees and their guests, exhibitors, speakers, and volunteers acknowledge these activities and agree to allow their image to be captured and used by DakCU without compensation. DakCU will use and display these images for educational and promotional purposes, including DakCU's website, social media accounts, and/or publications. If there is a reason you would not like DakCU to use your image or recording of you as described above, please email us prior to the event start date, and we will try to accommodate your request.