



Patient Engagement Open Forum 2025

IN-PERSON EVENT POLICIES

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Please read the policies, terms, and conditions below carefully as they are the Patient Engagement Open Forum's event committee policies for attendees. By registering and attending the In-Person Patient Engagement Open Forum (PEOF), you agree to comply with PEOF's Event Policies and Terms of Use. The PEOF Steering Committee reserves the right to cancel or suspend your access to the event at any time if it reasonably believes that you have violated these Policies, Terms, and Conditions.

REGISTRATION POLICY

Registration. Our in-person event is invitation-only. To attend the event or access certain features, you will be asked to provide your complete contact information and respond to registration questions related to the event. When you confirm your attendance at the event, you agree to provide accurate and complete information.

CANCELLATION POLICY

Cancellations must be requested via email to info@peopenforum.org. If the PEOF Steering Committee cancels the event due to unforeseen circumstances, the organization will communicate the cancellation to all confirmed attendees in a timely manner, alerting them of the event update or future plans to reschedule the event. Once you have received your personal registration confirmation to attend the event, it cannot be changed, substituted, or reissued to a different person except in accordance with our Substitution Policy.

SUBSTITUTION POLICY

Substitutions are permitted prior to the commencement of the event. The individual submitting the substitution request is responsible for providing updated contact information via email to info@peopenforum.org. Substitutes must meet the event eligibility criteria and are only permissible if the substituting individual qualifies for the original registrant's category.

RELEASE AND ASSUMPTION OF RISK – COVID-19

As we continue taking important steps to provide for the health and safety of our attendees, speakers, guests, and PEOF Staff, we ask that you review the information below.

By attending the PEOF event, you agree to adhere to our policy to support a healthy and safe environment for everyone. Because COVID-19 is highly contagious and is spread from person-to-person contact, the PEOF Staff has adopted preventative measures to reduce the spread of COVID-19 in accordance with local guidance. PEOF will comply with all applicable requirements imposed by the local government and health authorities. However, PEOF organizers cannot guarantee that attendees, speakers, staff, and guests will not become infected with COVID-19.

Individuals who fall within either of the categories listed below should not attend the event:

- If you are experiencing or have experienced [symptoms \(within ten days prior to the event\) associated with COVID-19](#) or
- If you have tested positive for COVID-19 and are within the quarantine guidance from the ECDC (currently ten days) or
- If you have been exposed to a confirmed case and are awaiting COVID-19 test results

Attendees, Speakers, Guests, and PEOF staff should always self-monitor for signs and symptoms of COVID-19. To determine how long you need to isolate, quarantine, or take other steps to prevent spreading COVID-19, please access the ECDC's (European Center for Disease Prevention and Control) [Guidance on Quarantine](#).

DISABILITIES

PEOF is committed to making each of its meetings & conferences accessible to all participants so they may be actively involved. If you have special physical, dietary, or communication needs that require auxiliary aids or services, please contact us at info@peopenforum.org so that we can accommodate your requests.

USE OF ATTENDEE CONTACT INFORMATION

PEOF is supported by our Sponsors. Benefits provided to these supporting organizations may include registered attendees' contact list (Name, Title, Company, Email, and City/Country). PEOF does not provide or distribute event attendees' complete mailing addresses to these supporting organizations.

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PERSONAL INFORMATION AND RECORDINGS

Your data privacy and security are important to us. PEOF will handle the personal information collected during registration to book all necessary arrangements for your travel and attendance at our event. We might also use your registration information to send membership updates, communications, and surveys regarding the event.

Attendees. You acknowledge and agree that other attendees at the event will be able to view your name, profile photo, and additional information you choose to share in Synapse.

Recordings. By attending the event, you give your express consent to PEOF and its agents to photograph and record the event in visual and audio media. You agree and consent that the PEOF has the right to record, transcribe, modify, perform, reproduce, display, distribute, and transmit in any form and for any purpose your name, company name, voice, picture, photograph, portrait, and other reproductions of your likeness (“image”) at the event in connection with any advertising or promotional content and materials, and for any other lawful purpose including by posting on public websites without any compensation to you. However, the PEOF is not obligated to make any use of your Image or exercise any of the rights granted to it. You also agree that your image may appear in photos of the event that are made available to you, other attendees of the event, and the public, and PEOF may retain and distribute those photos. If you do not wish to be photographed or filmed, please contact info@peopenforum.org.

CODE OF CONDUCT

PEOF events are intended for education, networking, and collaboration among attendees. PEOF is committed to providing a safe, supportive, and respectful event experience regardless of a person’s race, color, ethnicity, national origin, citizenship status, age, religion, disability status, gender, gender identity, sexual orientation, genetic information, physical appearance, or other characteristics. PEOF expects attendees to communicate professionally and constructively, not make disparaging remarks about other organizations or attendees, and uphold the professional and educational purposes of the event, whether in person or virtually. We expect cooperation from all participants to help ensure a safe environment for everybody.

Reporting Unacceptable Behavior. Unacceptable behavior will not be tolerated. If you experience or notice others experience any of the above unacceptable behavior or have any other concerns, please contact info@peopenforum.org or flag it directly onsite to a PEOF staff member.

Our Commitment. PEOF will investigate all incidents reported with discretion and confidentiality. PEOF reserves the right to bar any attendee who violates the Code of Conduct or these event policies from attending future events.

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COSTS REIMBURSEMENT PROVISIONS

*What is covered and arranged by The Synergist for all eligible attendees**

Accommodation for the duration of the event (2 nights), including meals according to the program.

The Synergist can cover and arrange one night of accommodation before and/or after the event if you are not able to arrive or depart on the day of the event (upon receiving justification). Any additional nights not approved by the organizing team will be charged to the participant.

Travel. In most cases, the Synergist will book the travel directly at the cheapest Economic class fare. In the case of intercontinental travel, the flights will be booked, taking cost and comfort into consideration.

Local transportation for eligible and non-eligible attendees

*Please note that Grand Hotel Dino is approx 50 min drive from Milan Malpensa airport. The PEOF team can help arrange your transfer from and to **Malpensa airport** the airport as it follows:*

For eligible attendees. The Synergist will cover and arrange transfer by car between the airport and the venue at the event's location.

For non-eligible attendees. The Synergist can arrange a transfer by car between the airport and the venue at the event's location upon request, but it will not cover the cost.

** Eligible attendees from non-profit organizations, with priority given to patient advocates and patient organization representatives.*

Reimbursed by the Synergist for non-profit organizations

Travel. The intra-European flights at the cheapest Economic class fare to the maximum of 350€. If the economy flight exceeds 350€, please contact The Synergist for approval.

For any intercontinental flights, prior approval from The Synergist would be required. The reimbursements will be evaluated, taking cost and comfort into consideration. The cost for travel covered by this rule shall not, in any case, exceed that of travel from the participant's recognized place of residence to the meeting place.

For any eligible expenses, please request and fill in The Synergist's [reimbursement form](#) and send it with **all copies of tickets, receipts, boarding passes, and vouchers** attached to info@peopenforum.org.

The expenses should be claimed within 15 days after the event.

Non-reimbursable expenses

Accommodation:

- Additional nights (without The Synergist's Secretariat approval);
- Hotel bookings arranged by the participant ;
- Certain food and beverages (e.g., Sweets, chocolates, Alcoholic and nonalcoholic drinks, Gratuity/ tips, Mini bar purchases)
- Laundry (including ironing)
Room service, drinks at the bar, and all other foods & drinks outside those provided as per the meeting's agenda will fall under the cost of the guest.

Travel:

- Additional insurance;
- Use of taxi/Uber/ other transfers;
- Registered luggage (if your trip is 2 nights or shorter);
- Wrapping luggage;
- Changing seats;
- Parking at the airport

AMENDMENT OF POLICIES, TERMS, AND CONDITIONS

PEOF reserves the right to amend these policies, terms, and conditions from time to time. However, attendees will be subject to the policies, terms, and conditions in force at the time of submitted registration.