

GENERAL RULES & REGULATIONS



Persons found to be in violation of ANY show policy will FORFEIT THEIR TICKETS (WITHOUT REFUND) and they and their animals, if any, MUST LEAVE THE CONFERENCE PROPERTY IMMEDIATELY upon discovery of the violation.

ANIMALS

VACCINATION POLICY FOR ANIMALS AT THE SHOW

If you plan to bring an animals to the show, they must have current rabies vaccinations in accordance with Texas Law. You will be asked to provide the date of your animals' most recent rabies vaccination and the vaccination certificate # for each animal. Please GATHER THIS INFORMATION NOW before beginning your registration. You **must have a printed copy of your animals' vaccination certificate(s) with you at all times during the show**. Animals without proof of current rabies vaccinations in accordance with Texas law will not be allowed to enter the show, or asked to leave the show at any time if found to have entered without proof of vaccination.

DOGGIE RELIEF STATIONS MUST BE USED

Usage of designated doggie relief areas **will be strictly enforced**. ANY ATTENDEE discovered to have allowed an animal(s) in their care to relieve themselves anywhere other than officially designated relief/walk areas on the conference center property or any show-affiliated hotel property will forfeit their tickets to the U.S. Pet Pro Classic immediately and will be asked to leave the premises at the time of discovery. THERE ARE NO EXCEPTIONS TO THIS POLICY EXCEPT MEDICAL EMERGENCY. NO REFUNDS, PARTIAL OR IN WHOLE, WILL BE ISSUED TO ANY ATTENDEES FOUND IN VIOLATION OF THIS POLICY. During registration you will be asked to agree to this policy regardless of whether you are bringing your own animal or not. This is because often individuals will assist others with animals that they did not bring to the conference themselves, but we expect every individual with an animal in their care will adhere to this policy.

ONLY PRESENTATION ANIMALS ALLOWED ON MEETING ROOM LEVEL

Only official conference-related animals (i.e. demonstration animals) **and service animals** will be allowed on the meeting room level (floor 3). Any attendee found in violation of this policy will forfeit their tickets to the U.S. Pet Pro Classic immediately and will be asked to leave the premises at the time of discovery.

GENERAL RULES & REGULATIONS



PARKING

GENERAL PARKING INFORMATION: An 800-space parking structure is attached to the facility and additional parking is available within walking distance. Please note that most open-to-the-public/consumer events have a parking fee for convention center garage parking, which varies from event to event. For more information about a specific event or date range, please call the convention center at 972-252-7476.

THE IRVING CONVENTION CENTER WILL CHARGE 15.00 PER DAY FOR PARKING (NO IN/OUTS INCLUDED IN THIS RATE). 15.00 will be charged for each separate entry to the parking garage each day.

EXHIBITOR PARKING FOR OVERSIZED VEHICLES IS AVAILABLE FOR ~40.00 PER DAY. Arrangements must be made **prior to the event** by contacting Scott Lauritzen at (801) 577-0109 via text or voice. The fee amount for each vehicle is determined exclusively by the Irving Convention Center and is beyond the control of the U.S. Pet Pro Classic Conference Management.

IMPORTANT: THE HEIGHT CLEARANCE TO THE IRVING CONVENTION CENTER PARKING GARAGE IS 8 FEET. Not all vehicles, especially mobile grooming vans and other mobile grooming units, will be able to park at the convention center due to this height limitation. **There are no outdoor parking options** at the convention center for general attendees. Please check the height of your vehicle to be certain whether or not it will be capable of parking at the convention center and/or your hotel parking options before making your travel arrangements. The U.S. Pet Pro Classic is not responsible for any inconveniences experienced due to parking limitations at the Irving Convention Center or any other locations.

GENERAL RULES & REGULATIONS

RESPONSIBILITY

RESPONSIBILITY FOR DAMAGES

I accept responsibility for any injuries or damages caused to the U.S. Pet Pro Classic, its owners or their representatives, show attendees, the convention center and convention center's staff or representatives, affiliated hotels or hotels' staff or representatives by me, my animals, or any of my representatives or associates as a result of my or my animal(s)' presence at the U.S. Pet Pro Classic, and as such I agree to be held financially liable for any and all such damages. I hereby authorize all applicable and appropriate charges to my credit or debit card.

REFUNDS

REFUND POLICY

NO REFUNDS FOR CONTEST REGISTRATIONS WILL BE ISSUED. **Refunds** for trade show, seminars, add-on paid workshops, and bundle packages **may be issued only if the [purchase protection plan is added to your ticket purchase\(s\) at time of checkout](#), NO EXCEPTIONS ARE MADE. We therefore strongly urge you to add purchase protection to your ticket purchases.** The purchase protection plan is offered as an optional courtesy to our attendees, and is managed by a third party company Purchase Protection LLC. Refunds are offered for a variety of qualifying unforeseen circumstances including health & medical related events, death, Covid-19, non-medical emergencies and crime, transportation related events, weather related events, employment related events, and legal obligations. Please see the **[purchase protection plan terms and conditions](#)** for a complete list of **what is, and is NOT, covered**. Determination to issue refunds is at the sole discretion of Purchase Protection LLC. U.S. Pet Pro Classic has no control over the determinations to issue refunds, and does not issue refunds directly to attendees.

[Attendees may submit a purchase protection claim here.](#)