

## Terms and conditions

### Elautprijs 2018

#### Acceptance of Terms of Use

The Elautprijs 2018 registration Terms and Conditions (“Terms”) apply to all participants and sponsors of any meetings organized by Nelson Group cvba, hereinafter referred to as “the Congress Organizers”.

Registration for a meeting implies the acceptance of the “Terms”. By accepting these “Terms”, participants agree to be contacted by the “Congress Organizers” at any time for future communication. However, participants have, at all times, the possibility to opt out from being put on third party mailing lists.

The “Congress Organizers” reserve all rights to change, modify, add or remove portions of these “Terms” at its sole discretion at any time and without prior notice; the details of such amendments shall be published on the Elautprijs 2018 website and become effective as from the time of their posting. Your registration after the posting constitutes your acceptance to the modified “Terms”.

Should you require further information or have any comments on these “Terms”, please contact us at [info@eaacourse.com](mailto:info@eaacourse.com)

#### Definitions

All references to sponsorship packages, registration fees or special tickets mentioned in this and other meeting documents are in EURO currency.

All references to a date or a deadline, mentioned in this and other meeting documents, refer to the Central European Time Zone (CET).

#### Meeting (congress, course, conference or symposium) and sponsorship registration procedure

Registration details are to be submitted electronically via the online registration system.

Only fully completed registrations will be accepted: a personal address (Institution/Company or private) and e-mail address must be provided during the registration process. No claims for compensation can be lodged against the “Congress Organizers” by reason of such cancellation.

Participants who have been registered via a group will not be contacted regarding their registration, unless the group leader has allowed the “Congress Organizers” to contact the participant directly.

Registration of participants will only be confirmed upon receipt of full payment. Please visit the appropriate event website to view what is included in the registration fee.

#### Methods of payment

**Participants:** payment can be processed online by credit card (MasterCard or Visa) or by bank transfer during the online registration procedure. Personal cheques, company cheques or Euro cheques are not accepted.

**Sponsors:** Payment can only be made by bank transfer, at the latest 30 days after invoice date. Personal cheques, company cheques or Euro cheques are not accepted.

## VAT

Following the registration, VAT will be charged to the participants and sponsors. The last may – in certain cases and provided a specific claim to the competent tax authorities is submitted – reclaim such VAT. The applicable tax on submission of the participant's and sponsor registration is 21% of the total registration fee.

## User registration

User registration is required to access personal services online and certain online content. The user is responsible for maintaining the confidentiality of his/her account login details. The user registration is unique and personal. It should not be shared with anyone.

Nelson Group shall not be held responsible for unauthorized use of the user's account by a third party to whom the user may have, intentionally or not, disclosed his/her account login details.

## Reduction codes for participants

- ✓ The reduction code must be submitted at the time of registration.
- ✓ Reduction codes are only valid for the congress registration.
- ✓ Reduction codes are not valid for group registrations.
- ✓ Reduction codes can have limitations in time and products.
- ✓ Reduction codes lose validity as of the evening before the congress, at midnight (12 AM).
- ✓ Reduction codes are not cumulative.
- ✓ The congress organizers reserve the right to cancel online reduction codes at any time.

## Registration confirmation

A confirmation of the registration will be sent to all pre-registered participants or, group leaders (according to who made the registration) and sponsors after they have completed their registration. A payment confirmation will be sent by e-mail to the participants or group leaders after the "Congress Organization" has received the complete registration details and full payment. This confirmation is the only official document that certifies completion of the registration.

## Cancellation policy

Notification of cancellation must at all times be made in writing and sent to the "Congress Organizers" by email.

**Participants or group leaders:** refunding of the registration fee (minus EUR 30 administrative charge) will be granted if the notification of cancellation reaches the "Congress Organizers" by the respective deadline as outlined on the Elautprijis 2018 website. After this date, registration fees will not be refunded.

All refunds will be processed after the meeting.

There will be no refund for cancellations of accompanying person's fee unless the activity is cancelled by the organizers, whereupon a total refund is guaranteed.

**Sponsors:** registered sponsors can cancel their subscription based on the following cancellation conditions:

- ✓ Written cancellation more than 6 months prior to the Elautprijis 2018: a cancellation fee of 25% of the registered sponsorship package will be charged.

- ✓ Written cancellation between 6 and 3 months prior to the Elautprijs 2018: a cancellation fee of 50% of the registered sponsorship package will be charged.
- ✓ Written cancellation less than 3 months prior to the Elautprijs 2018: a cancellation fee of 75% of the registered sponsorship package will be charged.
- ✓ Written cancellation less than 1 month prior to the Elautprijs 2018: a cancellation fee of 100% of the registered sponsorship package will be charged.

### **Participants and sponsors are responsible for cancelling their accommodations and travel arrangements themselves.**

In case of overpayment or double payment, refund requests including valid proof of the overpayment or double payment must be made in writing and sent to the "Congress Organizers", by email or fax, no later than one month after the meeting closure.

Refunds will not be made for rejected visa applications if the application was not made at least two months before the meeting and unless an official document from the Embassy rejecting the visa is forwarded to the "Congress Organizers". Rejected visa applications must be communicated to the "Congress Organizers" immediately. Notification of rejections after the meeting will not be accepted.

Refunds will not be made or credits will not be given for unattended events or early termination of attendance.

### **Name change**

Name change requests are only processed when they are received by e-mail. An administrative cost of 25 euro will be applied to each name change.

### **Visa requirement-Invitation letters**

It is the sole responsibility of the participant or the group leader to take care of visa requirements. Participants or group leaders who require an entry visa must allow sufficient time for the visa application procedure. Participants or group leaders should contact the nearest Embassy or Consulate (of the country where the meeting will be held) to determine the appropriate timing of the visa applications. Participant or group member registration details might be shared with the immigration authorities to assist in the immigration process. However, the "Congress Organizers" will not directly contact embassies and consulates on behalf of visa applicants.

To receive an invitation letter for an event, participants must first register for the meeting and pay the registration fee in full. They can then contact the "Congress Organizers" to ask for the invitation letter. The invitation letter for an event does not financially obligate the "Congress Organizers" in any way. All expenses incurred in relation to the conference and the visas are the sole responsibility of the participant.

### **Insurance and liability**

The "Congress Organizers" cannot be held responsible for any direct or indirect loss, injury or damage to any property, whatever the cause may be. Normal caution should be exercised by all participants and sponsors.

The "Congress Organizers" recommend to effect adequate personal, health and travel insurances.

### Cancellation of the meeting

In the event that the meeting cannot be held or is postponed due to events beyond the reasonable control of the “Congress Organizers” or due to events which are not attributable to unlawful intent or gross negligence of the “Congress Organizers”, the “Congress Organizers” cannot be held liable by participants or sponsors for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, costs for additional orders, financial losses, etc.

Under these circumstances, the “Congress Organizers” reserve all rights to:

- ✓ either retain the entire registration fee from **participants** and to use it for a future meeting, or to reimburse the participant the registration fee after deducting costs already incurred for the organisation of the meeting and which could not be recovered from third parties.
- ✓ In the case payment has already been made by the **sponsor**, either retain the paid sponsorship fee, and to use it for a future meeting, or to reimburse the paid sponsorship fee after deducting costs already incurred for the organisation of the meeting and which could not be recovered from third parties.

### Force majeure

Neither party shall be liable or shall be in default of its obligations if such default is the result of war or national emergency, acts of terrorism and its consequences, strike, lock-out, fire, explosion, flood riots, civil disturbance, industrial disputes, natural and nuclear disaster, epidemics, health's risks and pandemics or other cause beyond the reasonable control of the party affected.

The “Congress Organizers” reserve the right to defer or to cancel the course without liability to the participant in the event of a Force majeure.

#### Fulfillment and jurisdiction

This contract is subject to Belgian law without recourse to its conflicts of law principles. Any legal dispute, controversy or claim arising out of or in relation to these “Terms” and/or the respective meeting, shall be settled by the competent court of law in Leuven, Belgium.

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