



## CONGRESS REGISTRATION: GENERAL TERMS AND CONDITIONS

### Confirmation

Upon completion of your online registration, you will be sent a confirmation by email. The confirmation is sent to the email address provided on the registration form and will show whether we have received your payment and will include an invoice.

### Payment

All costs referred to, are in Euros. All payments must be made in Euros; no other currency will be accepted. Full payment is due for the registration fees. Registrations are only confirmed once the required payment has been received.

### Payment by credit card

The online registration platform is a secured site on which you can pay by credit card. Please note that VISA, MasterCard and AMEX are the only credit cards accepted. Please enter all relevant information on the registration form. Upon completion of the online registration process, you will receive a paid invoice (receipt) by email.

### Invoice

Only digital versions of invoices will be sent to participants upon completion of the registration. The invoice will be issued using the contact details provided on the registration form so please make sure you have provided us with the correct information.

### VAT and taxes

Italian VAT is applicable on all congress registration fees (22%).

It is the responsibility of each delegate to follow the correct procedure to reclaim VAT. The only responsibility that the World Glaucoma Association (WGA), The Hippocrates Glaucoma Foundation (THGF) and the Congress Organizer (MCI The Netherlands) have in this procedure is to provide the invoice. Any other steps to reclaim VAT have to be taken by the delegates or organizations they are working for.

### Cancellation of congress registration

Cancellation must be done in writing to [wgc-registration@mci-group.com](mailto:wgc-registration@mci-group.com), and confirmed by the Congress Organizer. The following cancellation fees apply:

- In case of cancellation **before or on April 3 (23:59 CEST), 2023**, the registration fee will be fully refunded
- In case of cancellation from **April 3 (23:59 CEST), 2023 to May 31 (23:59 CEST), 2023**, the registration fee will be refunded with a deduction of 50% as a penalty charge.
- **After May 31 (23:59 CEST), 2023**, the registration fee will not be refunded for cancellations or no-shows.

Any refunds due will be processed within 30 days after the congress dates.

### Name changes

For name changes an administrative fee of **25 Euros** will be charged. For each name change you must notify the Congress Organizer by e-mail to [wgc-registration@mci-group.com](mailto:wgc-registration@mci-group.com) before **June 1 (23:59 CEST), 2023**. Name change participants agree to take over all booked program items of the originally registered participant.

### **Photographs and videos**

WGA reserves the right to photograph and videotape the congress and participants and to use such photographs and videos in any internal and external communication referring to the congress or WGA, such as on its websites and intranet, or other publications. By registering you consent to such uses.

### **Data protection**

By registering to this event, you agree that your personal data will be processed by WGA, THGF and the Congress Organizer, for registration and handling purposes, and to send you information in connection to WGA events. If you do not submit the data indicated as 'required', we cannot complete your registration. You have the right to access and rectify your personal data by contacting the Congress Organizer (MCI The Netherlands) by email to ([wgc@mci-group.com](mailto:wgc@mci-group.com)).

### **Privacy statement**

For information about our privacy policy, see <https://wga.one/terms-and-conditions/>

To request that we remove your name from future mailings, send a written request, specifying the name, company name and address you are requesting to have removed from the mailing list, to [info@worldglaucoma.org](mailto:info@worldglaucoma.org)

By registering for the event, you are allowing the WGA to communicate with you via email, phone, text and social media (depending on what information is shared with the organization).

### **Intellectual property and copyright**

All materials, including in digital format, provided for the 10<sup>th</sup> World Glaucoma Congress, including but not limited to abstracts, posters, graphics, code, text products, software, audio, music and design are the property of the WGA. No content in whole or in part of the WGA materials may be copied, reproduced, uploaded, posted, displayed, linked to or used in any way without the prior written permission of the WGA. Any such use is strictly prohibited and will constitute an infringement of the copyright and other intellectual property rights of the WGA, or in the case of material licensed to the WGA, the owner of such materials.

If any delegate of the 10<sup>th</sup> World Glaucoma Congress receives or has access to confidential information, whether or not marked as confidential, subject to an obligation to keep such material confidential, the delegates shall strictly abide by such obligation and shall keep the WGA unconditionally and fully harmless and indemnified against any claims against the WGA as a consequence of any unauthorized disclosure of the confidential information.

### **Insurance and liability disclaimer**

THGF and/or the WGA have the right to alter or cancel the congress or any of the arrangements, timetables, plans or other items relating directly or indirectly to the congress without prior notice for any reason beyond their control. THGF, the WGA and/or its Congress Organizer shall not be liable for any loss, damage, expenditure, or inconvenience caused as a result of such alteration or cancellation.

The Congress Organizer (MCI The Netherlands) works as an agent on behalf of the WGA and THGF. Neither the Congress Organizer nor THGF, and/or the WGA may be held responsible for any loss, injury or damage to any property, whatever the cause may be.

Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected.

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. WGA, THGF and the Congress Organizer as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the congress participants and accompanying persons.

Should, for any reason outside the organizers' control (including but not limited to acts of terrorism, extreme weather conditions and/or industrial action) the venue or speakers change, or the congress be cancelled, the organizers will endeavour to re-schedule, but shall not be held responsible for any costs, damages or expenses incurred by registrants. If for any reason the organizers decide to make material changes to this event, they are not responsible for airfares, hotels or other costs incurred by registrants. The participant takes part in the event, social activities and trips at their own risk. Further, the organizers may not be held liable for any costs or damages incurred resulting from acts outside of their control including but not limited to force majeure, strikes and/or public manifestations whether this affects the congress or registrants attendance. Only written arrangements are binding. The sole legal venue is Amsterdam. Registration of a participant entails acceptance of these conditions.

#### **Applicable law**

In any disputes that may arise concerning the execution or interpretation of the present General Regulations, both parties agree that they will be subject to Dutch law and that the commercial courts of Amsterdam will be competent, without prejudice to THGF and/or the WGA's right to initiate proceedings under the laws and before the courts of the participant's registered office in the event any sums are due by the participant to THGF and/or the WGA.

## **HOTEL RESERVATIONS: TERMS AND CONDITIONS (INDIVIDUAL BOOKING)**

MCI The Netherlands, the official housing partner for the 10<sup>th</sup> World Glaucoma Congress, has reserved a number of rooms in hotels that have been carefully selected for your convenience. The hotels are located near the La Nuvola Convention Center in Rome or at a location from which the congress venue can easily be reached by public transportation or taxi. Reservations can be made online together with your registration to the congress: the reservation section will show real-time availability and the applicable rates.

### **Room rates**

All rates quoted are the lowest available for standard rooms during the period of the congress. Deposits are payable in EURO and prices all include all applicable taxes. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in EURO.

### **Reservation and payment**

For bookings up to 9 rooms, a deposit payment for the first night must accompany your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel invoice when checking out from the hotel. Potential additional costs, such as mini-bar and telephone, must be paid directly to the hotel upon check-out. Should you wish to make a hotel booking for 10 rooms or more, we kindly ask you to send an email to [wgc-registration@mci-group.com](mailto:wgc-registration@mci-group.com). Special requirements (as double room, twin room, smoking room) concerning the hotel rooms will be available upon request and cannot be guaranteed. Standard check in time at hotels is 3:00 pm. Check-out time is 11:00 am. Should you need a guaranteed early arrival (before 3:00 pm.) or a late departure (after 11:00 am) an additional night is required to be booked and paid for.

### **Changes, no shows and cancellations**

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI in writing (email, letter or fax). Please do not contact the hotel directly, as they will not accept any changes or cancellations made directly.

In the event of cancellation up to May 25 (23:59 CEST), 2023, deposits will be refunded less 20 EUR for administrative costs.

After this date, no refunds will be possible. In the event of late cancellations after May 25 (23:59 CEST), 2023, MCI The Netherlands reserves the right to charge the full stay for cancelled rooms, cancelled nights or no-shows if the hotel room cannot be resold. In case of a no show, the hotel will guarantee your room until 11:00 am the day after your check in date.

Any refunds due will be processed within 30 days after the congress dates.

### **Reference number and hotel voucher**

For your own convenience and to facilitate the reservation procedure, we kindly ask you to take note of your reference number and refer to this number in all correspondence with MCI. Please bring the hotel voucher with you, as it will serve as proof of your reservation at the hotel and deposit.