



REGISTRATION

- **Early registrations** will be accepted until **Wednesday 24 May 2017** midnight CET.
 - Should your registration **remain unpaid by Wednesday 31 May 2017**: Early registrations **will be upgraded to the Late registration fee**.
- **After Wednesday 24 May 2017 & on site**, Late registration fee applies for every new registration.

Payment conditions:

- An invoice to be settled upon receipt will be issued upon written confirmation. **This invoice will act as a contract, and once issued, the below payment and cancellation conditions will apply.**
- All payments should be made before the beginning of the congress; otherwise, badges will not be given to the group leader or participant(s). Badges will be not given to the participant(s) in the event that the final invoice has not been settled before the congress.
- Modifications and/or new registrations made on-site will require immediate payment (by cash or credit card).
- In accordance with DIRECTIVE 2011/7/EU, late payment interest will be charged in the amount of 8% above the European Central Bank's base reference rate.
- **Important note:** if your company/institution is established in the venue's country, please make sure to provide your VAT Number in the group registration form in order to benefit from the reverse charge mechanism (registration fees are invoiced with no VAT). If your VAT number is not given at the time of the issuing of the registration invoice, it will not be possible to benefit from the reverse charge mechanism anymore.
- Refunds will be made after the end of the congress, once your final balance invoice is issued. All refunds will be made by bank transfer.

Group registration procedure:

Upon receipt of your payment, we will send you an email with an internet link giving you direct and personalized access to our group registration tools.

In your personalized area, you will be able to enter the personal details of each of the participants of your group.

You will have plenty of time (**until Wednesday 9 August 2017 midnight CET**) to complete the submission of your list of participants.

All modifications and cancellations are to be communicated by e-mail to MCI for processing (for related costs, please refer to the applicable rules listed below).

Registration, modifications and cancellations:

Names of all participants (registration and/or accommodation) should be submitted online **before Wednesday 9 August 2017 midnight CET**.

Registration Cancellations:

Cancellations received before **Wednesday 9 August 2017 Midnight CET: EUR 70.-** per participant.

Cancellations received after **Wednesday 9 August 2017: No payments will be refunded.**

Modifications:

Modifications received from **Wednesday 9 August 2017: EUR 30.-** per registration modification.

If a badge is lost or forgotten, an administrative fee of **EUR 80.-** will be charged for the reprint of the badge after identity verification (passport, driving license or other recognized identification documents).

ACCOMMODATION

The Hague attracts many tourists, and due to the high demand for accommodation during this period, reservations will be made on a first-come, first-served basis. We recommend booking before July 2017 to ensure availability.

MCI acts as an agent for accommodation bookings and ESPEN accepts no responsibility for any recommendations given or any transactions made.

Group payment conditions

50% of the total amount due to confirm the reservation

50% of the total amount due before **Wednesday 12 July 2017**

100% of the total amount due as from **Thursday 13 July 2017**

In accordance with DIRECTIVE 2011/7/EU, late payment interest will be charged in the amount of 8% above the European Central Bank's base reference rate.

Modification & Cancellation conditions

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

Cancellation conditions

As liquidated damages, cancellation charges are calculated on projected charges (*per hotel, per night, subject to all applicable taxes*). In the event of total or partial cancellation:

Conditions for THE HAGUE MARRIOTT (EX WORLDHOTEL BEL AIR) & NH THE HAGUE

- From confirmation to Tuesday 30 May 2017: 100% of the total amount due may be cancelled free of charge
- From Wednesday 31 May 2017 to Monday 10 July 2017: 30% of the total amount due is non refundable
- From Tuesday 11 July 2017 to Thursday 3 August 2017: 55% of the total amount due is non refundable
- From Friday 4 August 2017 to Thursday 17 August 2017: 80% of the total amount due is non refundable
- From Friday 18 August 2017: 100% of the total amount due is non refundable

Conditions for HILTON THE HAGUE

- From confirmation to Thursday 29 June 2017: 100% of the total amount due may be cancelled free of charge
- From Friday 30 June 2017 to Wednesday 19 July 2017: 60% of the total amount due is non refundable
- From Thursday 20 July 2017 to Tuesday 8 August 2017: 80% of the total amount due is non refundable
- From Wednesday 9 August 2017 to Thursday 17 August 2017: 90% of the total amount due is non refundable
- From Friday 18 August 2017: 100% of the total amount due is non refundable

Conditions for BADHOTEL SCHEVENINGEN - BILDERBERG EUROPA SCHEVENINGEN - MOVENPICK HOTEL DEN HAAG - HOLIDAY INN EXPRESS THE HAAG PARLIAMENT - PARK HOTEL THE HAGUE - RAMADA THE HAGUE SCHEVENINGEN - NOVOTEL WORLDFORUM - NOVOTEL THE HAGUE CITY CENTER - MERCURE HOTEL DEN HAAG CENTRAL - NOVOTEL SUITES THE HAGUE - IBIS DEN HAAG CITY - GROUPS

- From confirmation to Thursday 29 June 2017: 100% of the rooms can be cancelled free of charge
- From Friday 30 June 2017 to Wednesday 19 July 2017: 30% of the total amount due is non refundable
- From Thursday 20 July 2017 to Tuesday 08 August 2017: 55% of the total amount due is non refundable
- From Wednesday 09 August 2017 to Thursday 17 August 2017: 80% of the total amount due is non refundable
- From Friday 18 August 2017: 100% of the total amount due is non refundable

Check-in/Check-out Time

Hotel check-in time is 16:00. Should you wish to check-in earlier, extra costs may apply.

If arriving after 20:00, please notify MCI Suisse SA in advance.

Check-out time is 11:00. Should you wish to check-out later, extra costs may apply.

Early check-ins and late check-outs cannot be guaranteed free of charge.

GENERAL CONDITIONS

Methods of payment:

For groups, **only** payments by bank transfer are accepted.

- **Bank transfer** – please make your payment to:

MCI Suisse S.A.
UBS S.A. – CP 2600 – CH
1211 Geneva 2 – Switzerland
Account n°: EUR: 240-369393.71L
Clearing: 240
Swift: UBSWCHZH80A
IBAN: CH18 0024 0240 3693 9371 L

All payments are to be made in Euros (EUR). VAT may increase without notice and any such change will be reflected in final rates.

Please indicate your group name, reference number (ex.ESPEN2017-G/XX) and “ESPEN 2017” on ALL payments. **All costs are to be borne by the ordering customer.**

- **Credit card:** we may accept payments by credit card upon request. Should the amount to be paid be over EUR 1'500.-, we will charge an extra 4% of the amount due.
Only Eurocard/Mastercard, Visa and American Express are accepted.
- Payment by cheques are not accepted.

Data management:

Names of all participants (registration and/or accommodation) must be submitted and reservations assigned online **before Wednesday 9 August 2017.**

The Group Leader hereby commits to manage group registrations and hotel reservations using the tools proposed by the official registration bureau. The B-Com portal will be used to respect relevant registration and, if applicable, accommodation deadlines. Access to this tool will be provided upon full payment of deposits required.

Contact information is to be entered in the system including the full coordinates of the participant of the congress. No generic agency coordinates will be accepted if reservations are handled by a third party or on the

behalf of a sponsor. Reservations for registration and/or housing will then be assigned and updated through the B-Com portal and managed by the Group Leader or its internal representative.

MCI, as the Official Registration Bureau will not be responsible for entering contacts' coordinates nor assigning services on behalf of the entity hereby engaged in this contract.

Should the Group Leader or the entity engaged in the present contract choose not to proceed with the proposed online tools, MCI will charge a handling fee of EUR 40.- per participant, provided that the full coordinates are supplied.

Insurance and liability:

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

ESPEN , MCI, Venue and Hotel are not responsible for either the partial or total non-execution of the contract in the event of accident, natural disaster (either threatened or actual) in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents the Hotel and /or venue from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

The Organisers may at their entire discretion repay the delegate fee or Service Charge paid by the Delegate or Exhibitor, or part thereof, but shall be under no obligation to repay the whole or part of such Delegate fee or Service Charge, and shall be under no liability to the Delegate or Exhibitor in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the Delegate or Exhibitor, as the result of the happening of any such event.

Force majeure:

MCI and the Hotel are not responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity of the Hotel, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents the Hotel from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

Closure of a hotel:

Should above mentioned offered hotel(s) close between the date the contract was signed and the start of the event, MCI will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI's block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI.