



**COP  
ENHA  
GEN 2025**



**29<sup>TH</sup> EAHP CONGRESS  
12-13-14 MARCH**

**PERSON CENTRED PHARMACY -  
NAVIGATING DIGITAL HEALTH**

## Terms and Conditions

Any enquiries or requests for additional information, modifications and cancellations are to be communicated to MCI's Team by email.

### Modifications

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A handling fee of 40 EUR per registration will be charged for every modification received from Monday 10 February 2025, including a name change.

### General hotel policy

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

Reservations are made on a "first come, first served" basis. In case of room sharing, please send us their names in writing.

Any request to modify or cancel a room reservation must be sent directly to MCI in writing to avoid any misunderstanding.

#### **Check-in/Check-out Time:**

Hotel check-in time is 15:00. Should you wish to check-in earlier, extra costs may apply.

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

Should you be informed of any delay/late check-in or cancellation, please inform MCI as soon as possible.

#### **Extras:**

Potential additional incidentals, such as mini-bar, telephone or additional room-nights are to be settled directly to the hotel by each individual guest when checking out.

Upon check-in, the hotel may charge or block an amount on the credit card to cover this guarantee, and each hotel has its own independent policy.

#### **Closure of a hotel:**

Should any of the mentioned official 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.

#### **Hotelbeds:**

**Other accommodation options via our Partner Hotelbeds may be available online and are subject to different terms and conditions.**

**We invite you to take note of these during your online reservation.**

## Hotel deposit conditions

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#### **Individual Hotel Deposit Conditions:**

##### **Cabinn Metro Hotel, Phoenix Copenhagen, Scandic Sluseholmen & Wakeup Boergoerd Hotel**

For hotel bookings in the above mentioned hotel(s), a deposit payment covering the first night is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

##### **AC Hotel by Marriott Bella Sky Copenhagen Hotel & Radisson Blu Scandinavia Hotel**

For hotel bookings in the above mentioned hotel(s), a deposit payment covering the full stay is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

For bookings of 2 rooms or more, the full payment is required to confirm your reservation.

#### **Groups Hotel Deposit Conditions:**

55 % of the total amount is due to confirm the reservation

45 % of the total amount is due before Sunday 29 September 2024

100 % of the total amount is due from Monday 30 September 2024

## Hotel Cancellation Conditions

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### **Individual Booking 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 of unused rooms in the block.

### **Hotelbeds:**

**Other accommodation options via our Partner Hotelbeds may be available online and are subject to different terms and conditions. We invite you to take note of these during your online reservation.**

### **Cabinn Metro Hotel, Phoenix Copenhagen, Scandic Sluseholmen & Wakeup Boergoerd Hotel**

In the event of accommodation cancellation, one night will be non refundable.

In the event of early check out, it is up to the hotel's discretion to apply early check out fees.

### **AC Hotel by Marriott Bella Sky Copenhagen Hotel**

From confirmation to Thursday 24 October 2024: 20 % of the total amount due will be retained as administration fees.

From Friday 25 October 2024 to Saturday 23 November 2024: 65 % of the total amount due is non refundable

From Sunday 24 November 2024 to Monday 23 December 2024: 80 % of the total amount due is non refundable

From Tuesday 24 December 2024: 100 % of the total amount due is non refundable

### **Radisson Blu Scandinavia Hotel**

From confirmation to Wednesday 25 December 2024: 20 % of the total amount due will be retained as administration fees.

From Thursday 26 December 2024 to Friday 24 January 2025: 80 % of the total amount due is non refundable

From Saturday 25 January 2025: 100 % of the total amount due is non refundable

### **Crown Plaza Copenhagen Tower**

From confirmation to Monday 25 November 2024: 20 % of the total amount due will be retained as administration fees.

From Tuesday 26 November 2024 to Wednesday 25 December 2024: 55 % of the total amount due is non refundable

From Thursday 26 December 2024 to Wednesday 29 January 2025: 80 % of the total amount due is non refundable

From Thursday 30 January 2025: 100 % of the total amount due is non refundable

### **No-Show (Individual bookings):**

In case of no-show (if you do not check-in on your confirmed arrival date as per your hotel voucher), the hotel will only keep the number of room nights guaranteed during the booking process. For bookings guaranteed for one night only, the remaining nights will automatically be released to the hotel. The hotel will do its utmost to accommodate you should you arrive at the hotel at a later date. For bookings guaranteed for the full stay, the room will be kept for the number of nights booked.

### **Group Booking 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 of unused rooms in the block:

### **Example of cancellation fees calculation**

*Group booking of 100 rooms on 5 nights (100 x 5 = 500 roomnights). Room rate is at a price of EUR 100.- per room per night.*

*Cancellation deadline of 30% of total amount due being non refundable - Group cancelling 10 rooms on 5 nights.*

*Cancellation fees that will be applied will be: 10 rooms x 5 nights x 30% of EUR 100.- = 50 roomnights x 30.- (30% of EUR 100.-) = EUR 1'500.-*

*Amount to be refunded: 10 rooms x 5 nights x 70% of EUR 100.- = 50 roomnights x EUR 70.- (70% of EUR 100.-) = EUR 3'500.-*

### **Cabinn Metro Hotel & Scandic Sluseholmen Hotel**

From confirmation to Monday 25 November 2024: 20 % of the total amount due will be retained as administration fees.

From Tuesday 26 November 2024 to Friday 24 January 2025: 65 % of the total amount due is non refundable

From Saturday 25 January 2025 to Thursday 13 February 2025: 80 % of the total amount due is non refundable

From Friday 14 February 2025: 100 % of the total amount due is non refundable

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From Sunday 24 November 2024 to Monday 23 December 2024: 80 % of the total amount due is non refundable

From Tuesday 24 December 2024: 100 % of the total amount due is non refundable

### **Phoenix Copenhagen Hotel & Wakeup Boergoerd Hotel**

From confirmation to Monday 25 November 2024: 20 % of the total amount due will be retained as administration fees.

From Tuesday 26 November 2024 to Wednesday 25 December 2024: 65 % of the total amount due is non refundable

From Thursday 26 December 2024 to Wednesday 29 January 2025: 80 % of the total amount due is non refundable



## Crown Plaza Copenhagen Tower

From confirmation to Monday 25 November 2024: 20 % of the total amount due will be retained as administration fees.

From Tuesday 26 November 2024 to Wednesday 25 December 2024: 55 % of the total amount due is non refundable

From Thursday 26 December 2024 to Wednesday 29 January 2025: 80 % of the total amount due is non refundable

From Thursday 30 January 2025: 100 % of the total amount due is non refundable

### No-Show (Group bookings):

According to MCI's deposit conditions, the full stay must be paid for all reservations prior to each guest's arrivals. In case of no-show, for bookings guaranteed for the full stay, the room will be kept by the hotel. Please note that MCI will not send specific communication regarding the guests who have not checked-in on their confirmed arrival date. Should the group leader wish to receive such information, please contact MCI.

## General Payment Conditions

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

**From Thursday 23 January 2025, only payments by credit card will be accepted.**

**Modifications and/or new registrations made on-site** will require immediate payment (by cash or credit card).

An invoice to be settled upon receipt will be issued upon written confirmation. **This invoice will act as a contract, and once issued, the above payment and cancellation conditions will apply.**

No discount will be provided in case of early settlements.

**Full payment of services is requested when registering (Credit Card and/or Bank transfer). No confirmation or invitation letter will be sent until MCI has received the payment.**

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.

### Methods of Payment:

**Credit card:** only Eurocard/MasterCard, Visa and American Express are accepted.

Please note that the merchant name that would appear on your credit card statement would be "MCI Group Satigny CHE".

In some particular cases, payment by credit card may not be available.

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

Beneficiary : MCI Suisse SA, Rue du Pré-Bouvier 9, 1242 Satigny, Switzerland  
Bank : UBS SA, Rue des Noirettes 35, 1227 Carouge, Switzerland  
IBAN : CH18 0024 0240 3693 9371 L  
Swift code : UBSWCHZH80A

**Please indicate the participant's / group's name, identifier and "EAHP 2025" on ALL payments (for example, EAHP 2025-I/XX or G/XX).**

**All expenses shall be borne by ordering customer.**

**Please note that intermediary bank fees may be applied, please verify with your local bank.**

**Cheques:** please note that payments by personal cheques are not accepted.

**Refunds will be made after the event according to your payment method.**

### Additional Payment Conditions:

**Service charge:**

**A 4% service charge will apply on all payments. In case of cancellation, cancellation conditions will apply and the service charge will not be refunded.**

## Group Data Management

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Upon receipt of your payment, you will receive by e-mail an internet link giving you direct access to your group portal. You will be able to enter names, allocate your reservations, settle open invoices and download documents.

Through this personalised portal, you will be able to enter your participants' details and assign the services you have purchased such as registration and/or hotel bookings.

**Names of all participants must be submitted and reservations assigned online before Monday 10 February 2025.**

Any modifications and cancellations are to be communicated to MCI's team by email in order to be validated (please refer to the points «Modification & Cancellation» above to view the charges relating to these operations .

The Group Leader hereby commits to manage group registrations and/or hotel reservations using the tools proposed by the official registration and/or housing bureau. The reservation system's 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 event. 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 reservation system's portal and managed by the group leader or its internal representative.

MCI, as the Official Registration and/or Housing 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 fee of 18 EUR per participant, to import the participants' detail information under the group or a fee of 27 EUR per participant to import the participants' detail information under the group and assign the corresponding services, provided that the full coordinates are supplied.**

## Data Privacy

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### Individual Data Privacy Policy:

For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy:

<https://www.wearemci.com/en/privacy-policy>

### Group Data Privacy Policy:

The group leader agrees and warrants that:

- a. the personal data have been collected, processed and transferred and will continue to be collected, processed and transferred in accordance with the relevant provisions of the applicable data protection law (and, where applicable, has been notified to the relevant authorities);
- b. the transfer to, and processing by, MCI pursuant to this Agreement is not prohibited by a statutory or contractual duty of confidentiality;
- c. prior to any transfer of personal data, it has informed the data subjects and has complied with any notification and/or registration set forth by the applicable data protection law; in particular, the intended purposes of the collection, processing and transfer of personal data have been communicated to the data subjects;
- d. the data subjects are provided with their right of access, correction, blocking, suppression or deletion as available under applicable data protection law;
- e. it has taken and will take all reasonable measures to verify the correctness of the personal data and ensure that incorrect or incomplete personal data will be corrected, completed or destroyed prior any transfer of such data to MCI;
- f. it will inform MCI of any specific requirement from any data subject or any relevant authority on how personal data should be processed;
- g. it will inform without delay MCI of any request from any data subject or any relevant authority to rectify, update or delete any personal data;
- h. after assessment of the requirements of the applicable data protection law, it will ensure that the security measures are appropriate to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing or transfer involves the transmission of data over a network, and against all other unlawful forms of processing, and that these measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected having regard to the state of the art and the cost of their implementation;
- i. it will provide MCI, when so requested, with copies of relevant data protection laws or references to them of the country in which the [group leader] is established;
- j. it will respond to enquiries from data subjects and authorities concerning processing of personal data by MCI;
- k. it will notify within 72 hours delay MCI of any actual, potential or alleged breach of the provision of this Clause;

The group leader hereby commits with the present Data Protection and Privacy Policy:

<https://www.wearemci.com/en/privacy-policy>

## General Conditions

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### Disclaimer

The (EAHP) hereby provides notice to conference attendees and anyone else, that EAHP makes no warranty of any kind whatsoever, expressed or implied, that any information, materials, techniques or products or anything else presented at this conference is accurate, valid, adequate or fit for any purpose whatsoever. Congress attendees are solely responsible for determining the validity, adequacy and fitness of any information, materials or products or anything else presented at this Congress for any and all uses. Statements and descriptions made by EAHP at this Congress and included in Congress literature are informational only and are not made or given as a warranty. The views, opinions and statements made at the Congress are solely those of the speakers and may not reflect the views of EAHP. Furthermore, speakers may have vested interests in the concepts and products they discuss. It is further understood and agreed that EAHP shall not be liable whether in contract, in tort, under any warranty, in negligence or otherwise for any kind of claim for loss, damage or expense of any kind arising out of or resulting from the use of any information, materials, products or anything else presented at this Congress, and under no circumstances shall EAHP be liable for special, indirect or consequential damages. In addition, EAHP shall not be liable for any kind of claim in relation to possible exposure to illness (including but not limited to COVID-19). Congress attendees knowingly and freely assume all risks related to health when participating in person at this Congress. EAHP and/or its agents 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. The Congress and/or its agents shall not be liable for any loss, damage, expenditure or inconvenience caused as a result of such alteration or cancellation.

**Insurance, release and waiver of liability:**

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. EAHP and MCI as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the event Congress participants and accompanying persons. Participants are requested to inform themselves and to abide by local work regulations accordingly.

EAHP, MCI, Venue and Hotel(s) 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, 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 Organizers 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:**

EAHP, the hotel(s) and MCI 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, 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.