



Terms & conditions - Group registration

Registration

- ◆ **Onsite registration at the Malaysia 2018 Conference** will be accepted until **Thursday, 27 September 2018**, midnight CET.
 - Should your registration **remain unpaid on Thursday, 11 October 2018**, onsite 2018 registrations **will be upgraded** to the early bird registration fee.
- ◆ As of **Friday, 28 September 2018**, **early bird registration fees** apply for every new registration.
 - Should your registration **remain unpaid on Wednesday, 31 July 2019**, early bird registrations fees **will be upgraded** to the Late registration fee.
- ◆ After **Wednesday, 17 July 2019 & onsite 2019**, **Late registration fee** applies for every new registration.

Group 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, 18th of September 2019, 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 modification & cancellation

All cancellations are to be sent to MCI Suisse SA in writing via email, including social and networking events if any.

For cancellations received before **Wednesday, 18th of September 2019** deposits will be refunded less **25% administrative charge**. After this date, no refunds will be possible

A handling fee of **ZAR 650.- per registration** will be charged for every registration modification received **after Wednesday, 18th of September 2019**.

If a badge is lost or forgotten, an administrative fee of **ZAR 1'300.-** will be charged for the reprint of the badge after identity verification (passport, driving license or other recognised identification documents).

Hotel accommodation

MCI acts as an agent for accommodation bookings and ISQua 2019 accepts no responsibility for any recommendations given or any transactions made.

Payment:

- ◆ 100% of the total amount due is required to confirm the reservation.

Accommodation modification & cancellation:

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI in writing via 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 of unused rooms in the block:

The Westin Cape Town Hotel, AC Marriott Cape Town, Radisson Blu Hotel Waterfront

- In the event of accommodation cancellation up to **Wednesday, 21 August 2019** no cancellations fees will incur.
- From **Thursday, 22 August 2019**, 55% of the total amount is non refundable.
- After **Thursday 5 September 2019**, no refunds will be possible

Check-in/Check-out Time:

Hotel check-in time is 3 PM. 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 12PM. Should you wish to check-out later, extra costs may apply.

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

No-show:

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.

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.

Hotel may collect, upon check-in from each client a credit card as guarantee for payment.

The hotel may charge or block an amount on the participant's credit card to guarantee the extras. Each hotel has its own independent policy.

Payment conditions

Methods of payment:

- ◆ Payment by **cheques** are not accepted.
- ◆ **Credit card:** we may accept payments by credit card upon request. Please note that the merchant name that would appear on your credit card statement would be "MCI Group Satigny CHE".
- ◆ **Bank transfer** – please make your payment to:

Beneficiary Name: MCI Suisse S.A., 9, Rue du Pré-Bouvier – 1242, Satigny, Geneva, Switzerland
Bank: UBS SA, Rue des Noirettes 35 - CP 2600, 1227 Carouge – Switzerland
Account number ZAR: 240-369393.72R
Swift: UBSWCHZH80A
IBAN: CH66 0024 0240 3693 9372 R

In case of cancellation, cancellation conditions will apply and the service charge will not be refunded.

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

Please indicate the participant's name, identifier and "**ISQua 2019**" on ALL payments (**for example, ISQua19-G/XXX**). **All costs are to be borne by the ordering customer. Please note that payments made by bank transfer could be subject to fees payable to your local bank.**

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.**

Full payment of all items is requested when registering (by credit card or by bank transfer). No confirmation or invitation letter will be sent until MCI Suisse SA has received the payment.

After **Wednesday, 21 August 2019**, 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).

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.

General conditions

Data management:

Names of all participants (registration and/or accommodation) must be submitted and reservations assigned online **before Wednesday, 18 September 2019**.

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 conference. 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 and 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 handling fee of **ZAR 650.-** per participant, provided that the full coordinates are supplied.

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.mci-group.com/privacy-statement>

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. ISQua and MCI as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the ISQua participants and accompanying persons.

ISQua, 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 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.

Minimum age:

Registration and/or admittance to the conference shall be limited solely to participants who are 18 years of age or older, due to current health and safety regulations and legislation in effect. Any registration by anyone who is under 18 is unauthorized and in violation of these Terms and Conditions and will automatically result in the forfeit of their registration. You hereby accept that identification is to be provided to conference staff upon request. By registering to the conference or entering the conference you represent and warrant that you are 18 years of age or older, and that you agree to and to abide by all of the Terms and Conditions of this conference.

Force majeure:

ISQua, the hotel 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.

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.

Photography/Videography Disclosure:

As a registered attendee of the conference, you agree to grant permission for ISQua and MCI to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorize ISQua and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicizing ISQua programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears; that these materials will become the property of ISQua and MCI.

Visa

Please visit the following website <http://visahq.com/> to check if you require a visa for South Africa. Citizens of other countries may need a visa. Please contact your travel agent or the nearest south african diplomatic authorities for further information. If you should need a visa, please apply early enough to allow sufficient handling time to the authorities.

During the reservation process, please tick the box and fill in the corresponding questionnaire in order to receive your Visa invitation letter. Please note that the VISA invitation letter will only be sent to participants who have paid their reservation fee.

Please note that neither ISQua nor MCI will be able to contact or intervene with any Embassy or Consulate office on behalf of a registrant. The invitation letter does not financially or legally obligate ISQua or MCI in any way. All expenses incurred in relation to the event and to obtaining a visa are the sole responsibility of the registrant. ISQua and MCI do not accept any responsibility for travel, accommodation and/or other costs incurred due to the rejection of a registrant's visa application.