



SMBE 2020 | 28 JUNE - 2 JULY 2020  
Quebec City, Canada  
[SMBE2020.org](http://SMBE2020.org)

## Terms and Conditions

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

The same rule applies to hotel reservations; please do not contact the hotel directly.

### Registration fees deadlines

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**Early registrations will be accepted until Wednesday 01 April 2020, midnight CET.**

Should your registration remain unpaid on Wednesday 15 April 2020, early registrations will be upgraded to the late registration fee.

**As of Thursday 02 April 2020, late registration fees apply for every new registration.**

Should your registration remain unpaid on Saturday 27 June 2020, late registrations fees will be upgraded to the Onsite registration fee.

**From Saturday 27 June 2020 & onsite, Onsite registration fee applies for every new registration.**

### Modification & Cancellation

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**For cancellations received prior to Wednesday 27 May 2020, midnight CET, deposits will be refunded less 25% administrative charge. After this date, no refunds will be possible.**

A handling fee of 40 CAD per registration will be charged for every registration modification received from Wednesday 27 May 2020.

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

### Group Procedure

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Upon receipt of your payment, you will receive the online access for your group portal. You will be able to enter names and allocate your registrations, download documents.

**Names of all participants (registration and/or accommodation) must be submitted and reservations assigned online before Wednesday 27 May 2020.**

### General Hotel Policy

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MCI acts as an agent for accommodation bookings and SMBE 2020 accepts no responsibility for any recommendations given or any transactions made.

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

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

Check-out time is 12:00. 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.

### Expedia:

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

## Hotel Deposit Conditions

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For hotel bookings, 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.

### Group Hotel Deposit Conditions

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

85 % of the total amount is due before Saturday 28 March 2020

100 % of the total amount is due from Sunday 29 March 2020

## Hotel Cancellation Conditions

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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:

### **Hotel Manoir Victoria**

From confirmation to Sunday 12 April 2020: 100 % of the total amount due may be cancelled free of charge

From Monday 13 April 2020 to Tuesday 12 May 2020: 80 % of the total amount due is non refundable

From Wednesday 13 May 2020: 100% of the total amount due is non refundable

### **Fairmont Le Château Frontenac**

From confirmation to Sunday 12 April 2020: 100 % of the total amount due may be cancelled free of charge

From Monday 13 April 2020 to Tuesday 12 May 2020: 55 % of the total amount due is non refundable

From Wednesday 13 May 2020: 100% of the total amount due is non refundable

### **Hotel Classique Quebec**

From confirmation to Friday 13 March 2020: 100 % of the total amount due may be cancelled free of charge

From Saturday 14 March 2020 to Sunday 12 April 2020: 30 % of the total amount due is non refundable

From Monday 13 April 2020 to Tuesday 12 May 2020: 55 % of the total amount due is non refundable

From Wednesday 13 May 2020: 100 % of the total amount due is non refundable

### 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.

## General Payment Conditions

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

**From Friday 15 May 2020, 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.**

**Full payment of services is requested when registering (Credit Card &/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".

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

MCI SUISSE SA, 9, Rue du Pré-Bouvier– 1242, Satigny, Geneva, Switzerland  
Bank: UBS SA, Rue des Noirettes 35 - CP 2600, 1227 Carouge – Switzerland

Account number CAD : 240-369393.64T  
SWIFT: UBSWCHZH80A  
IBAN: CH78 0024 0240 3693 9364 T

**Please indicate the participant's / group's name, identifier and "SMBE2020" on ALL payments (for example, SMBE2020-I/XX or G/XX).**

**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.**

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

## **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.mci-group.com/privacy-statement>

### **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.mci-group.com/privacy-statement>

## **Group Data Management**

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**Names of all participants (Registration & Housing) must be submitted and reservations assigned online before Wednesday 27 May 2020.**

The Group Leader hereby commits to manage group registrations and/or 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 Annual Meeting. 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 & 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 & Housing 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 40 CAD per participant, provided that the full coordinates are supplied.**

## **General Conditions**

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### **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. SMBE 2020 and MCI as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Annual Meeting participants and accompanying persons.

SMBE 2020, 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.

Participants are requested to inform themselves and to abide by local work regulations accordingly.

### **Minimum age:**

Registration and/or admittance to the Annual Meeting 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 Annual Meeting staff upon request.

By registering to the Annual Meeting or entering the Annual Meeting 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 Annual Meeting.

### **Force majeure:**

SMBE 2020, 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.

### **Photography/Videography Disclosure:**

As a registered attendee of the Annual Meeting, you agree to grant permission for SMBE 2020 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 SMBE 2020 and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicizing SMBE 2020 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 SMBE 2020 and MCI.

### **Visa:**

Please visit the following website <http://visahq.com/> to check if you require a visa for Canada. Citizens of other countries may need a visa.

Please contact your travel agent or the nearest Canadian 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 SMBE 2020 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 SMBE 2020 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. SMBE 2020 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.