



# Terms and conditions

# Registration

#### **Payment and Confirmation**

All costs referred to are in Euro ( $\in$ ). All payments must be made in Euro ( $\in$ ); no other currency will be accepted. Full payment is due for the registration fees.

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.

#### Invoice

Only digital versions of invoices will be sent to delegates upon completion of the online 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.

#### **Cancellation of registration**

The deadline for cancellation of registration is September 16<sup>th</sup>, 2019. The congress secretariat must be notified in writing of any cancellations via <u>ECTH.registration@mci-group.com</u>. An administration fee of € 100 will be charged for all cancellations. Payments will be refunded after the Congress. Please note that no refunds can be made for cancellations after September 16<sup>th</sup>, 2019. As of 17 September 2019, the *on-site fee* will apply via the online registration.

## Name change

Name changes will be accepted free of charge until 17 September 2019. After this date, a name change fee of € 50 will apply. For each name change you must notify the congress secretariat by e-mail to <a href="mailto:ECTH.registration@mci-group.com">ECTH.registration@mci-group.com</a>. In case of a name change, the delegate agrees to take over all booked items of the originally registered delegate.

#### Invitation letter for visa application

All delegates requiring a letter of invitation for visa application purposes may request this letter during the online registration. We will not be able to issue any letter of invitation without receiving the registration and the payment of the required registration fees. Please note that the organizers will not be able to contact or intervene with any Embassy or Consulate office on behalf of a delegate. Should your visa application be declined, you can send a request for a full refund of the registration fees to congress secretariat by e-mail (<a href="mailto:ECTH.registration@mci-group.com">ECTH.registration@mci-group.com</a>) before 17 September 2019. A scanned copy of the visa decline letter should be attached to your request. For requests received after 17 September 2019, the cancellation policy for general congress registrations will apply.





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#### Photographs and videos

ECTH reserves the right to photograph and videotape the congress and delegates and to use such photographs and videos in any internal and external communication referring to the congress or ECTH 2019, such as on its websites and intranet, or other publications. By registering you consent to such uses.

#### **Data protection**

By registering to this congress, you agree that your personal data will be processed by ECTH 2019 and the congress secretariat, for registration and handling purposes, and to send you information in connection to ECTH 2019 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 secretariat (MCI Amsterdam) by email to ECTH@mci-group.com.

### **Insurance and Liability Disclaimer**

The congress secretariat (MCI Amsterdam) works as an agent on behalf of ECTH 2019. Neither the congress secretariat nor ECTH 2019 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 delegates obtain adequate cover for travel, health and accident insurance before they depart from their countries. ECTH 2019 and the congress secretariat as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Congress delegates. 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 delegate takes part in the event, all tours 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. Only written arrangements are binding.

Registration of a delegate entails acceptance of these conditions. 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 The Hague will be competent, without prejudice to ECTH 2019's right to initiate proceedings under the laws and before the courts of the delegate's registered office in the event any sums are due by the delegate to ECTH 2019.





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## **Hotel Booking Conditions**

MCI Amsterdam, the official housing partner for the ECTH 2019, has reserved a number of rooms in the 2 hotels that have been carefully selected for your convenience.

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 Pound sterling (GBP). Breakfast, VAT and City tax are included, unless otherwise mentioned. Remaining payments and personal accounts are payable directly at the hotel in Pound sterling (GBP).

#### **Reservation and Payment**

For individual reservations, a deposit payment for the first night must accompany your reservation. The deposit payment can be done during the online registration process. 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.

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 15:00 hrs. Check-out time is 11:00 hrs. Should you need a guaranteed early arrival (before 15:00 hrs) or a late departure (after 11:00 hrs.), 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 (fax, letter or email). 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 August 18, 2019, deposits will be refunded less GBP 50, for administrative costs. After this date, no refunds will be possible.

In the event of late cancellations after August 19, 2019, MCI Amsterdam 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 hrs the day after your check in date

A handling fee of GBP 50 per hotel room will be charged for every hotel modification received after September 19, 2019.

#### 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 Amsterdam. Please bring the hotel voucher with you, as it will serve as proof of your reservation at the hotel and deposit