Terms & conditions - Individual registration

Registration

Early registrations will be accepted until Tuesday, 19th of June 2018 midnight CET.
  o Should your registration remain unpaid on Tuesday, 3rd of July 2018 early registrations will be upgraded to the late registration fee.

♦ As of Wednesday, 20th of June 2018, late registration fees apply for every new registration.
  o Should your registration remain unpaid on Tuesday, 16th of October, late registrations fees will be upgraded to the Onsite registration fee.

♦ After Tuesday, 9th of October 2018 & onsite, Onsite registration fee applies for every new registration.

Registration modification & cancellation

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

For cancellations received before Wednesday, 17th of October 2018 deposits will be refunded less 25% administrative charge. After this date, no refunds will be possible.

A handling fee of EUR 30.- per registration will be charged for every registration modification received after Wednesday, 17th of October 2018.

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 recognised identification documents).

Hotel accommodation

MCI acts as an agent for accommodation bookings and SIOG 2018 accepts no responsibility for any recommendations given or any transactions made.

Payment:
For hotel bookings, 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.

For bookings of 2 rooms or more, the full payment is required to confirm your reservation.
Additional expenses such as mini-bar and telephone, must be paid directly to the hotel when checking out.
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:

<table>
<thead>
<tr>
<th>Novotel Amsterdam City</th>
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<tr>
<td>- In the event of cancellation up to Tuesday, October 09, 2018: no charge will incur</td>
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<tr>
<td>- From Wednesday, October 10, 2018 to Tuesday, October 30, 2018: 50% of one room night will be charged in case of cancellation</td>
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<tr>
<td>- From Wednesday, October 31, 2018: 100% of one room night will be charged in case of cancellation</td>
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Other accommodation options via our Partner Expedia may be available online and are subject to different terms and conditions.

Check-in/Check-out Time:
Hotel check-in time is 3:00 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 12:00 noon. 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:
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.

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

Payment conditions

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”.

- Payment by **personal cheques** are not accepted.

- **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 EUR**: 240-369393.71L  
  **Swift**: UBSWCHZH80A  
  **IBAN**: CH18 0024 0240 3693 9371 L

All payments are to be made in **Euros (€)**. VAT may increase without notice and any such change will be reflected in final rates. **Kindly note that all the payments by Bank Transfer and/or Credit Card are a subject of 3% transaction fee on the total amount due per invoice.**
Please indicate the participant's name, identifier and “SIOG 2018” on ALL payments (for example, SIOG18-I/XX). All costs are to be borne by the ordering customer. Please note payments made by bank transfer could be subject to fees payable to your local bank.

Important note: if your registration is covered by your company/institution who is established in the venue’s country, please make sure to provide your company/institution VAT number during your registration process in order to benefit from the reverse charge mechanism (registration fee is invoiced with no VAT). If the 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.

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, 10th of October, 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 Privacy Policy:
The participant 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 [participant] 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 participant 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. SIOG and MCI as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the conference participants and accompanying persons.

SIOG 2018, MCI, Venue and Novotel Amsterdam City 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:

SIOG 2018, 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 SIOG 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 SIOG and MCI to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicizing SIOG 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 SIOG and MCI.

Visa

Please visit the following website http://visahq.com/ to check if you require a visa for The Netherlands. Citizens of other countries may need a visa. Please contact your travel agent or the nearest Dutch 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 SIOG 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 SIOG 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. SIOG 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.