REGISTRATION TERMS & CONDITIONS

1. Registration Procedure

As soon as your registration is received, you will get a confirmation email according to your payment status, a proforma or an invoice will be issued on your behalf. Registration fees do not include flights or accommodation. Registration fees vary according to the payment reception period. If the payment is made after the deadline for the selected payment, the registration fee for the following period will be applicable and the difference will be invoiced.

2. Payment

Payment can be done by credit card (MasterCard, Visa) online or offline and by bank transfer. Using bank transfer, please note all bank charges have to be supported by the participant/payer and should be added to the total amount. Cheques are not accepted. Rates in EURO will be charged in in Croatian kuna according to the Croatian National Bank official exchange rate at the day of invoicing.

3. VAT

As stated in the article 53 of Directive 2006/112/EC, registration fee is subject to VAT applicable in the country where the event is taking place, even when supplied to taxable persons. The VAT charge is therefore applicable to all participants. Please consult with your country's tax advisor for assistance in claiming your refund. According to Croatia's tax regulation a 25% VAT charge has been applied to the registration fees. Organizer reserves the right to amend this charge should the VAT rule or rate change.

For EU companies to apply VAT directives and in order to avoid any complications, please make sure your VAT number is officially recognized by the EU Taxation and Customs Union office. Should your company not be VAT registered or your EU VAT number cannot be recognized by the EU site mentioned above, the VAT amount will still be added to your invoice and won't be refundable.

Organizer cannot be held responsible for any problem you may encounter related to VAT refund or VAT number not provided.

4. Substitution

If a delegate cannot attend the Conference, we are happy to accept a substitute colleague at any time. Requests for substitutions will only be accepted by e-mail indicating the name of the cancelled delegate as well as the name, function and contact details of the substitute. Please note that after August 15**, 2022, a fee of €50** will be applied for substitutions.

5. Registration Fee Cancellation Policy

Notification of cancellation must be made in writing and sent by email indicating the cancelled delegate. The following rules apply in case of cancellation – for individual and group cancellations:

- Cancellation notified until and including July 1, 2022 - 100% refund (minus administrative charges of 50 €).

- Cancellation made after July 1, 2022 will not merit refund.

- Refunds will not be made for no-shows and unattended events.
- Bank charges applied to a refund will be borne by the delegates.

In case of overpayment or double payment, refund requests including valid proof of the overpayment or double payment must be made in writing and sent by email to the Organizer, no later than one month after the event. An administrative charge of 50€ will be applied for all refunds.

6. Accommodation Cancellation Policy

Hotel will apply their cancellation policy as all hotel reservations should be made directly through hotel reservations applying special code for the Conference ICCSM. .

7. Visas

It is the sole responsibility of the participant to take care of visa requirements. Participants who require an entry visa must allow sufficient time for the visa application procedure. Please check here http://www.mvep.hr/en/consular-information/visas/visa-requirements-overview/. Participant registration details might be shared with the immigration authorities to assist in the immigration process. To receive an invitation letter for the event, participants must first register and pay the registration fee in full. They can then contact the Organizer to ask for the invitation and/or warranty letter. All expenses incurred in relation to the event and the visas are the sole responsibility of the participant.

Should the delegate not be granted his/her visa, the registration fee will be reimbursed (minus an administrative charge of 50€) if and only if he/she provides the Organizer with an official document from the concerned Embassy rejecting the visa and that the application was made at least four (4) weeks prior to the event date.

The Organizer will grant visa invitation letters up to four (4) weeks prior to the event date. Within four (4) weeks from the event date visa invitation letters cannot be guaranteed.

8. Data Protection

The acquisition, handling (which includes saving data, changes, transmission, blocking and erasing) and utilization of all personal registration data is executed within the guidelines of the effective EU data protection regulations. The Organizer will collect and store all data necessary for the preparation and execution of the conference.

To make the payment of registration fee or hotel bookings guarantee – required credit card details (i.e. credit card type and number, expiration date, credit card holder name) will also be collected. All data will be saved and processed safely.

In order to protect and safeguard the personal data provided the appropriate business procedures will be applied, as well as technical and physical restrictions for accessing and using personal information. Only authorized employees are permitted to access personal

information for performing their duties in respect of our services. Our server and network are protected by firewalls against unauthorized access.
In addition, the Organizer may share only contact details of attendees with third parties If they are necessarily involved in registration process. The event organizers are obliged to give out attendee`s data due to a court or an official order.
Organizer is not responsible or liable for any illegal use or malpractice of data or any other action resulted from it. It does not mean the Organizer diminishes its responsibility for its actions according to the legislative framework.

9. Travel Insurance

Delegates are strongly advised to procure their own personal and travel insurance.

10. Cancellation of the Event

Where the event is cancelled as a result of a force majeure or insufficient number of participants or for reasons which are not the fault of the Organizer, only the registration fee will be refunded, less administrative charge of € 50,00 per registration; however, this shall not apply to any other expenses exceeding this (such as, for example, hotel booking, flight and train tickets, etc.).

11. Liability

The Organizer shall only be liable for the performance of its tasks as set out in the applicable event program where the usual standard of care has been breached, but only where this was done intentionally. Croatian law shall be applicable in such cases. Any acknowledgement of liability on the part of the Organizer shall only be valid where such an acknowledgment is made in writing. Oral representations shall not form the basis for any liability. All client's complaints procedure is clarified in the Customer Complaints section at the website.

12. Insurance

In case of financial inability to carry out the program, the Organizer is insured at ADRIATIC osiguranje d.d. Zagreb insurance agency. Insurance agency can be contacted at ADRIATIC osiguranje d.d. Zagreb, Listopadska 2, tel. + 385 (0) 1/3036 666, or fax + 385 (0) 1/3036 000, stating the name of the Organizer (Agency) and its identification number (OIB) 28424041057 as a reference.

13. Regulations

The Organizer reserves the right to make amendments to the program or any related activities at its discretion. These changes do not lead to a refund or a reduction in price of the registration fee.

14. **Acceptance of Terms of Use**

These Registration Terms and Conditions shall apply to all delegates registering to the event.