

Terms and Conditions

Congress Registration

These Terms and Conditions apply to the registration and participation of a congress organized by ISBT. Please read these Terms and Conditions carefully before you register for the ISBT Congress. By registering for the ISBT Congress (as of sending the filled in online registration form), you confirm that you have read, accepted and agree to be bound by these Terms and Conditions, including liabilities and the applicable law. If you do not agree to these Terms and Conditions, do not register for the ISBT Congress. By completing the registration on behalf of another individual, you are warranting that you have informed the participant that these Terms and Conditions apply to the registration and participation of the ISBT Congress and you have shared a copy of these Terms and Conditions.

ISBT reserves the right to unilaterally change these Terms and Conditions, at its sole discretion at any time and without prior notice, whenever it deems necessary.

Registration for the ISBT Congress

Registration for the ISBT Congress can be made via the website of ISBT: <http://www.isbtweb.org>. All registrations must be processed online via an online registration form. For this, please select the relevant ISBT Congress and click on the “Registration” button and follow the instructions step by step. Specific information may be requested during the registration process for individuals and group registrations directly or indirectly related to the code of conducts applicable to the organization of an ISBT Congress and pharmaceutical industry’s compliance regulations. Upon completion of your online registration, you will be sent an acknowledgement email. The email is sent to the email address provided on the registration form and will include an invoice.

Registration fees

Registration fees for the ISBT Congress may vary depending on the date you register, as indicated by the registration categories and deadlines on the registration website. All registration fees referred to are in Euro (€), no other currency will be accepted. No VAT is charged on Registration fees.

Payment & confirmation

All registration fees referred to are in Euro (€). All registration payments must be made in Euro. No other currency will be accepted. No cash or checks are accepted. Full payment is due for the registration fees. Registrations are only confirmed once the required payment has been received. You will receive a confirmation email from the ISBT Registration Department (ISBTregistration@mci-group.com) upon receipt of the payment.

Only digital versions of invoices will be sent to participants upon completion of the registration. The invoice will be issued using the contact details, or additional address details, provided on the registration form.

Payment by credit card - VISA, Eurocard/MasterCard, American Express

The online registration platform is a secured site. VISA, Eurocard/MasterCard and American Express are the only credit cards accepted via the registration system. Please enter all relevant information on the payment page of the online registration system. Upon completion of the online registration and payment process, you will receive a paid invoice by email. Payment by credit card is recommended as then your registration is immediately confirmed.

Name changes

For name changes an administrative fee of € 45 will be charged. For each name change you must notify the Congress registration office by e-mail to ISBTregistration@mci-group.com **before October 31, 2023**. Name change participants agree to take over all booked program items of the originally registered participant.

Cancellation policy

In case you wish to fully cancel your congress registration, the Registration Department must be notified in writing by sending an e-mail to ISBTregistration@mci-group.com. The following cancellation conditions apply:

- In case the cancellation is received **before or on October 2, 2023**, the registration fee will be refunded with a deduction of 50%, as administration charge.
- In case the cancellation is received **after October 2, 2023**, the registration fee will not be refunded for cancellations or no-shows.

Any refunds due will be processed within 30 days after the congress dates.

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.

The ISBT cannot be held responsible if your Visa is not approved and registration fees cannot be remitted.

Photographs and (audio) recording

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

Data protection

By registering to this event, you agree that your personal data will be processed by ISBT and the Congress registration office, for registration and handling purposes, and to send you information in connection to ISBT 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 registration office (MCI The Netherlands) by email to ISBTregistration@mci-group.com.

Insurance and Liability Disclaimer

The Congress organizer (MCI The Netherlands) works as an agent on behalf of ISBT. Neither the Congress organizer nor ISBT 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 participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. ISBT and the Congress organizer as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Congress participants and accompanying persons.

Should, for any reason outside the organizers' control (including but not limited to acts of terrorism, pandemics, communicable diseases, extreme weather conditions and/or industrial action) the venue or speakers change, or the Congress be cancelled, the organizers will endeavor 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 participant 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. The sole legal venue is Amsterdam. Registration of a participant 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 Amsterdam will be competent, without prejudice to ISBT's right to initiate proceedings under the laws and before the courts of the participant's registered office in the event any sums are due by the participant to ISBT.

Hotel Reservations

MCI The Netherlands, the official housing partner for the 34th Regional Congress of the ISBT, has reserved a number of rooms in hotels that have been carefully selected for your convenience. The hotels are located near the Convention Center in Cape Town or at a location from which the congress venue can easily be reached within walking distance or by public transportation or taxi. 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 ZAR and prices all include all applicable taxes. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in ZAR.

Reservation and payment

For bookings up to 9 rooms, a deposit payment for the first night must accompany your reservation. 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.

Should you wish to make a hotel booking for 10 rooms or more, we kindly ask you to send an email to isbtregistration@mci-group.com. 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 3:00 pm. Check-out time is 11:00 am. Should you need a guaranteed early arrival (before 3:00 pm.) or a late departure (after 11:00 am) 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 (email, letter or fax). 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 October 9, 2023 (23:59 CEST)** deposits will be refunded less 20 EUR for administrative costs. After this date, no refunds will be possible. In the event of **late cancellations after October 9, 2023 (23:59 CEST)**, MCI The Netherlands 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 am the day after your check in date.

Any refunds due will be processed within 30 days after the congress dates.

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