

## TERMS AND CONDITIONS – DELEGATE

### 1. APPLICATION & ACKNOWLEDGEMENT

Registration for an Event must be made through an online registration form and be submitted to the Organiser<sup>1</sup>. The registration will constitute the Delegate's commitment of participation and acknowledges these Terms and Conditions. The registration shall not be deemed to be accepted until approved in writing by the Organiser. The Organiser reserves the right to accept or reject registrations without giving any reason.

### 2. ATTENDANCE AND SECURITY

The rights and privileges granted to Delegates are limited to attendance of the event.

Only Delegates who have received a written confirmation can be sure of entrance to the event. We cannot be held responsible for the non-arrival of the registration information. If you have not heard from us within 14 days after submitting the registration, please contact us at [events@canso.org](mailto:events@canso.org).

All Delegates will be required to wear badges while in the Event area at all times.

### 3. LEGAL

The relationship between the Organiser and the Delegate will be exclusively governed and construed in accordance with the laws of the Netherlands without giving effect to any principles of conflicts of law. Any dispute regarding the interpretation or application of the present terms and conditions that cannot be resolved amicably between the parties shall be subject to the exclusive competence of the Dutch jurisdiction

### 4. PAYMENT

Selected Delegates may register free of charge; however, the registration shall not be deemed to be accepted until approved in writing by the Organiser.

Paid registrations are ideally received by credit card through the online payment module. The Organiser accepts VISA, MasterCard, Maestro, JCB, and American Express.

For payments by bank transfer the Delegate should request an invoice from the Organiser. Invoiced amounts shall be paid punctually, i.e., within 30 days after the issue date, unless otherwise agreed to in writing. Invoices issued later than 30 days prior to the Event opening date shall be due immediately in full. All payments must

be received by the Organiser at least 5 days before the first day of the Event.

### 5. CANCELLATION POLICY

#### 5.1. Cancellation by the Organiser

In the event of a cancellation by the organiser, the Delegate shall be entitled to the reimbursement of any payment made to the Organiser. In the event of a postponement or relocation, the Delegate is entitled to recover any payment already made to the Organiser in case it decides to cancel its participation.

Neither the Organiser nor its employees, local managers or agents shall have any liability to the Delegate in case the Event is cancelled, postponed or relocated due to circumstances outside the Organiser's control (Force Majeure) including but not limited to war, fire, storm, explosion, national emergency, labour dispute, strike, lock-out, pandemic, embargo, civil unrest, legal proceedings or government regulations that make it impossible or impractical for the Organiser in its absolute discretion to hold the Event.

#### 5.2. Cancellation by the Delegate

The following cancellation policy applies to all Delegates. All cancellations must be sent in writing to the Organiser. The indicated cancellation periods refer to the time prior to the first day of the event in question. Delegates wishing to cancel must give 1 months' notice.

The following penalties will apply if cancellation is after this time:

- Up until 2 weeks' notice a cancellation fee of 25% (excluding administration fees) will apply
- Less than 2 weeks' notice a cancellation fee of 50% (excluding administration fees) will apply
- From 1 weeks notice onwards the full amount will be charged

### 6. LIABILITY

6.1. The Organiser reserves the right to amend any section of the event programme if necessary, at any time. The Organiser will not accept liability for damages of any nature sustained by delegates or accompanying persons, or loss of, or damage to their personal property as a result of the CANSO Event in question.

6.2 Participants should make their own arrangements with respect to personal insurance, along with travel insurance. The Organiser strongly

<sup>1</sup> "The Organiser" is defined as CANSO bv Global Head Office, c/o LVNL, Room B3.33, Stationsplein Zuid-West 1001, 1117 CV Schiphol, The Netherlands

recommends that delegates take out comprehensive medical and travel insurance, which should cover the possibility of flight cancellation due to strikes and other causes.

## 7. PRIVACY POLICY

Responsible and secure handling of your data is important to us. For detailed information, the CANSO Privacy Policy can be found [here](#).

By registering, Delegates give the Organiser permission to make use of their image in the production of audio, photography and video recordings during the CANSO Event and to publish these materials on the CANSO website and other publication channels and materials of the Organiser. Delegates who do not agree to being photographed or recorded to this end, have to inform the Organiser via [events@canso.org](mailto:events@canso.org) prior to the start of the event.

## 8. CULTURAL AWARENESS

The Organiser asks the delegates of its Events to be aware of cultural differences which may have to be taken into account when visiting another country. It is strongly advised to become familiar with these differences before travelling to the hosting country to avoid any inconveniences. It is also strongly advised that sponsors and exhibitors make themselves aware of local laws and regulations before traveling to another country.

## 9. CODE OF CONDUCT AT CANSO EVENTS

CANSO's overarching aim is to create in person and virtual events that are a positive, productive and safe environment for event participants, CANSO staff, venue staff and suppliers. Harassment of any kind is not acceptable and will not be tolerated towards event participants, CANSO staff, venue staff or suppliers. Harassment includes offensive verbal or written comments related to gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion, technology choices, sexual images in public spaces. It also includes deliberate intimidation, stalking, unwanted photography or recording, sustained disruption of talks or other events, inappropriate written messages or emails, inappropriate physical contact, and unwelcome sexual attention or advances.

If you see or experience any form of harassment, please alert the event organisers.

## 10. ADDITIONAL RULES & REGULATIONS

These Terms and Conditions contain the entire agreement between the Organiser and the Delegate and may not be changed orally, but only in writing signed by a duly authorised representative of the Organiser.