



**International Diabetes Federation**

Avenue Hermann Debroux 54  
BE-1160 Brussels | Belgium

www.idf.org | VAT BE 433 674 528

**Congress Unit**

congress@idf.org



## TERMS AND CONDITIONS FOR GROUPS ATTENDING THE IDF CONGRESS 2021

### Definitions

These terms & conditions are valid for each group registration and every person registered as part of a group (hereinafter referred to as “group member”) to attend the IDF Congress 2021 on site in Bangkok, Thailand or online from 6 to 9 December 2021.

Group registration is available for groups of at least 10 group members. One contact person must coordinate with the IDF Congress Secretariat. It is the sole responsibility of this contact person to distribute all relevant congress information to the group members. The IDF Congress Secretariat cannot be held responsible for any failure by the group contact person to register a participant or to deliver a name badge and congress materials to a registered participant.

A group contact person is not entitled to any of the participants’ benefits (access to the sessions, exhibition etc.). If the group contact person wishes to benefit from the participants’ entitlements he/she will have to register as a participant.

All references to the age of a person, mentioned in this and other congress documents, refer to the age of that person as of 6 December 2021 (the first day of the congress), unless otherwise specified.

All references to a date or a deadline, mentioned in this and other congress documents, refer to the Coordinated Universal Time (UTC).

### Group registration rate

The group rate is at the regular rate per person.

The following rate scheme applies:

<b>0-29 registrations</b>	<b>no discount</b>		
	base rate	discounted rate	diff
<b>30-49 registrations &gt; 5% discount on early group rate</b>	€ 500	€ 475	€ 25
<b>50-99 registrations &gt; 10% discount on early group rate</b>	€ 500	€ 450	€ 50
<b>100+ registrations &gt; 15% discount on early group rate</b>	€ 500	€ 425	€ 75
<b>30-49 registrations &gt; 5% discount on standard group rate</b>	€ 600	€ 570	€ 30
<b>50-99 registrations &gt; 10% discount on standard group rate</b>	€ 600	€ 540	€ 60
<b>100+ registrations &gt; 15% discount on standard group rate</b>	€ 600	€ 510	€ 90



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To register a group, the group contact person needs to first create his/her congress profile via the congress website [www.idf.org](http://www.idf.org). The congress profile gives access to the booking form for groups.

The group contact person shall indicate the number of delegates to be registered.

Only fully completed registration forms will be accepted.

**The discount applies according to the number of participants in the initial group registration. After confirmation of a valid group registration, no further registrations can be added to the initial group registration and discounts are non-cumulative. Later registrations constitute a new and separate registration.**

**The discount applies to the early rate and standard rate; NOT to the day rate.**

**The registration cut-off date for the discounted group rate is 13 November 2021.**

The registration is only valid upon receipt of full payment. If the full payment has not been received by the corresponding deadline (early rate), the subsequent rate will automatically apply. If the full payment has not been received by 13 November 2021 the group registration will be cancelled.

To be able to register, participants must be at least 18 years old. Participants may be asked to present an official identity card stating their date of birth (e.g. passport, driving license etc.).

The group contact person must collect the group name badges and congress material from the registration desk at the BITEC congress centre at a pre-arranged time on Sunday 5 December 2021.

No name badges or congress materials will be handed out until payment in full has been received.

**The registration fee for onsite attendees** includes entry to all congress sessions, the exhibition and poster area, the opening, a daily lunch and a congress bag containing congress material. All congress materials will be distributed on site.

**The registration fee for online attendees** includes access to all poster sessions and presentation, selected live streamed sessions, virtual exhibition and digital congress material.

All congress content will be available to all registered attendees for view on demand immediately after the congress for a duration of four weeks.

The IDF Congress Secretariat cannot be held responsible for double registrations/bookings of a participant made by the group contact person, by the individual in question or by another company/organisation.

### **Registration confirmation/receipt**

An invoice will be sent by email to the group contact person after the IDF Congress Secretariat has received the fully completed group registration form. The payment for the group registration has to be transferred upon receipt of the invoice. A registration confirmation/receipt will be sent to the group contact person as soon as full payment has been received.



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### Methods of payment

Payment should preferably be made by credit card (Eurocard/Mastercard, VISA or American Express). The card owner's name, the expiry date and the security code need to be included.

Personal cheques, company cheques or Euro cheques are not accepted.

Payment can also be made by direct bank transfer without charges to the beneficiary.

Beneficiary name: IDF

Account name: IDF Congress

Account number / IBAN: BE67 6451 4103 3587

Swift code / Routing: BIC JVBABE 22

Bank name: Bank: J. Van Breda & Co

Bank address: Vlaanderenstraat 53, 9000 Gent, Belgium

The name and address of the group contact person and company must be clearly stated on the bank transfer.

### Group registration procedure

After the IDF Congress Secretariat has received the completed group registration form and full payment the group contact person will be provided with a link to the registration module to enter the details of each group member. The group contact person must make sure that the following data for all group members will be provided:

*First name, last name, nationality, gender, email address*

The complete details for the group members must be provided no later than 13 November 2021.

### Registration name change

Name changes must be made by using the group information template. The group contact person is requested to clearly mark the name change. Name changes received until 13 November 2021 are free of charge. After 13 November 2021, an administrative fee of EUR 50 will be charged for each name change. Name changes received after 13 November 2021 will be processed onsite.

Only name changes advised by the group contact person will be accepted.

### Cancellation policy

Notification of cancellation must be made in writing and sent to the IDF Congress Secretariat by email or fax. The notification must include all relevant information of the bank account to which a possible refund may be made.

Cancellation fees apply as follows:

30%	cancellation on or before 30 September 2021
70%	from 1 October to 13 November 2021
100%	as of 14 November 2021



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Base rate	30% cxl fee	Base rate	70% cxl fee
€ 475	€ 142	€ 475	€ 332
€ 450	€ 135	€ 450	€ 315
€ 425	€ 127	€ 425	€ 297
€ 570	€ 171	€ 570	€ 399
€ 540	€ 162	€ 540	€ 378
€ 510	€ 153	€ 510	€ 357

Please note that if you cancel after 13 November 2021, no refund will be possible.

The cancellation will not be effective until a written acknowledgement from the IDF Congress Secretariat is received.

Only cancellations advised by the group contact person will be accepted.

In the case of overpayment or double payment, refund requests must be made in writing and sent to the IDF Congress Secretariat by email, no later than 31 December 2021. An administration fee of EUR 50 will be charged.

Refunds will be made in the same form as the original transaction. For original payments made by bank transfer, the cancellation notification must include all relevant information of the bank account to which a possible refund may be made.

Credit will not be given for unattended events or early termination of attendance.

### **Cancellation or postponement of the in-person congress**

In the event that the congress cannot be held or is postponed due to events beyond the control of the congress organisers (such as but not limited to force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the congress organisers, the congress organisers cannot be held liable by participants for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, costs for additional orders, financial losses, etc.

Under these circumstances, the congress format can be changed into a fully virtual congress, at the congress organisers' discretion. The decision on the congress format will be made before the 1 July 2021. The change from an onsite to an online meeting does not qualify for a refund and regular cancellation fees apply.

**Under no circumstances may the form of the IDF Congress 2021 (face-to-face, hybrid or remote) be invoked to request cancellation or (partial) reduction of the registration fee.**

### **Modification of the programme**

The congress organisers reserve the right to modify the programme, which is published as an indication only.



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## Lost name badge

The congress name badge must be worn at all times during the congress. Access to the congress exhibition and sessions will not be granted without a proper name badge. If a participant loses, misplaces or forgets the name badge, an administrative fee of EUR 50 will be charged for a new name badge. Upon handing out a new name badge, the lost badge will be deactivated and become invalid. The group contact person is responsible for advising the group members on the congress policy for lost name badges.

## Online login and password

Login details are personal and individual and must not be shared. Each attendee must be registered to access the virtual congress platform.

Online presence will be monitored to prevent abuse of access rights.

It is at the sole responsibility of the online attendee to ensure all technical requirements are met to enjoy full access to all virtual content of the IDF Congress 2021:

- Stable internet connection with a minimum of 5 MBITs (data speed)
- Up-to-date browser version Chrome or Firefox
- Full HD 1920 x 1080 pixels resolution
- Cookie and pop-up blockings measured to be disabled
- Participation via PC/MAC as only basic viewing features are being supported on smartphones/tablets
- Apple devices with third party browsers are not recommended

If an online delegate forgets his/her personal login information a password reset can be done.

IDF is not liable for online attendees not able to connect successfully to the virtual congress platform.

## Letter of Invitation

Group members requiring an official letter of invitation from the congress organisers can request one through their group contact person or by contacting the IDF Congress Secretariat. To receive a letter of invitation, the group member must be registered and payment must be received in full for the entire group.

The letter of invitation does not financially obligate the congress organisers in any way. All expenses incurred in relation to the congress are the sole responsibility of the group contact person/group member.

## Data protection and sharing of contact details

The IDF Congress Secretariat will collect and store all personal data for the preparation and execution of the IDF Congress 2021 in accordance with the General Data Protection Regulation (GDPR). When the IDF processes personal data of any kind, it shall do everything in its power to preserve their confidentiality and to inform the data subjects, in the greatest transparency, of the reasons for and means of the processing it undertakes.

**The processing of your personal data is carried out based upon your consent. If you register at the IDF Congresses 2021 you consent with the processing of your personal data for the purposes related to this event.**



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Pictures will be taken during the event. These pictures will be used by IDF alone and will be accessible to the participants of the event. Only pictures of overall views will be included on public platforms such as the IDF website, newsletters and social media. If you wish to remove a picture of yourself, you can always contact IDF.

### **Liability and Damage**

The congress organisers cannot be held responsible for any personal injury, loss, damage or accident to private property, or for additional expenses incurred as a result of delays or changes in air, rail, road or other services, strikes, sickness, weather and other causes.

The congress organisers cannot be held responsible for any loss or damage as a result of hacking, acts of piracy or malicious acts from third parties.

The participant shall be responsible for any damage or loss caused by the act, default or negligence of the participant or his/her guest and shall pay on demand the amount required to make good or remedy any such damage.

The participant must ensure he/she or members of his/her party and anyone visiting them at the congress behave in such a way that they do not cause a nuisance or unreasonable disruption to the congress, other participants, the congress organisers or any other visitor of the congress venue.

The congress organiser does not accept liability for, and the participant is to indemnify the congress organiser against, any claims arising from:

- i. Failure to provide any of the services contracted, and the congress organisers reserve the right to alter or cancel any booking due to circumstances beyond its control, including but not limited to industrial action, postal communications, flooding, storm, supply of gas, electricity and water, fire alarm evacuation, hacking or any act of god. In such a case, the congress organiser will use all commercially reasonable efforts to offer alternative services.
- ii. Accident, injury or damage to the participant, their guest's contractors and agents, or their respective property due to their own actions, neglect or actions of others.

The participant should make sure that they are fully insured against all losses or liabilities referred to in this clause. The congress organiser reserves the right to refuse to accept any booking if the participant cannot provide proof that he/she has sufficient insurance to cover his/her liability under this clause.

### **Fulfilment and jurisdiction**

This contract is subject to Belgian law. The terms of this contract shall be fulfilled in Bangkok, Thailand but, in the event of any legal claims arising from either party, Brussels in Belgium shall be the sole court of jurisdiction.