



TERMS AND CONDITIONS FOR INDIVIDUALS ATTENDING THE IDF CONGRESS 2021

Definitions

These terms & conditions are valid for every person individually registered to attend the IDF Congress 2021 onsite in Bangkok, Thailand or online from 6 to 9 December 2021.

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).

Individual registration rate

IDF Congress 2021 Individual registration rate scheme	ONSITE attendee			ONLINE attendee
	Early rate 1 Feb - 30 June	Standard rate 1 Jul – 9 Dec	Day rate on site only	
Regular rate (Med Doctor)	500	600	250	500
Reduced rate for HP	300	400	200	300
Student (1)	75	75	75	75
Low and middle income economies (2)LMIE AND Thailand	200	300	120	200

1) for participants who are students at the time of the congress. Not applicable to post doctorate students

2) for participants who are citizens AND residents of a low and lower-middle income economy as per World Bank definition AND Thailand

Pre-registration

Only fully completed online registration forms will be accepted. The registration is only valid upon receipt of full payment. If the full payment has not been received by the corresponding deadline (early or standard rate), the subsequent rate will automatically apply. **Payment by bank transfer must be received by 13 November 2021. After that date only payment via credit card will be accepted.**

To be able to register, individuals 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.).

To be able to register as a student, a valid Student ID is required. Student identification must be kept available during all times during the congress.

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.



International Diabetes Federation
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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.

Registration confirmation/receipt

A registration confirmation/receipt will be sent by email after the IDF Congress Secretariat has received the fully completed online registration form, the related payment and any necessary documentation. Participants may be requested to present this registration confirmation/receipt at the registration counter as proof of their registration and payment.

Online attendees will receive confirmation of registration and login information via the e-mail address used for the registration.

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 indicated.

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 participant must be clearly stated on the bank transfer.

On-site registration

On-site registration is open from Monday 6 December to Thursday 9 December 2021 from 07.00 to 18.00.

On-site registration is at the on-site rate. Day rates will also be available on site.

Payment for on-site registration has to be made by credit card (Eurocard/Mastercard, VISA or American Express) or in cash (currencies accepted are EURO, THB and US dollar).

Registration name change

All name changes must be done in writing (email or fax), no name changes will be accepted by telephone.

Name change for a confirmed registration will be subject to an administrative fee of 50 EUR per participant.

A new registration form for the substitute participant should NOT be submitted.



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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

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.

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 administrative 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 or refund request 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 (physical meeting or virtual meeting) 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.

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 becomes invalid.



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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

Individuals requiring an official letter of invitation from the congress organisers can download the letter from their congress profile once full registration payment has been received by IDF.

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 individual participant.

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.

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.



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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.