

## **GENERAL TERMS AND CONDITIONS**

1. Delegate means an ECTA conference registrant, ECTA member company (full or associate), ECTA customer or sponsor.

2. All registrations for the ECTA conference and all confirmations issued by ECTA and/or its contractual partners are based upon the Delegates explicit orders and acceptance of the present terms and conditions.

3. All fees and prices are subject to all applicable Belgian and local venue taxes as known today.

4. The organization and operation of the ECTA conference and all registrations to it are subject to Belgian Law. The courts of Brussels are the sole courts competent.

### 5. Modification and cancellation by Delegates

5.1. Substitution of a Delegate by another member of the company that the Delegate represents is permitted.

5.2. Cancellations and changes must be made in writing to ECTA.

5.3. Cancellations/refund policy:

Should a delegate cancel, the following policy will apply:

**Cancellation received until 22nd of August 2019: 50% refund of the full fee**

**Cancellation received after 22nd of August 2019: No refund**

**No shows: No refund**

This cancellation policy applies to the delegate registration fee.

### 6. Cancellation or postponement by ECTA

6.1. ECTA is free to alter the content and the timing of the programme, the identity of speakers, or the venue of the conference.

6.2. It may also be possible that ECTA, for reasons beyond its control, has to cancel or postpone the whole conference. The reasons are the following, the enumeration not being limitative: Acts of God, war, civil disturbance, insurrections, acts of the government, strikes or other labour trouble, threats or acts of terrorism or similar acts, curtailment or interruption of transportation or accommodation facilities, or other emergency or hindrance of ECTA that make inadvisable, illegal, impossible, or reasonably too cumbersome, costly or risky for ECTA to further organise the conference or otherwise perform its obligations under the present terms and conditions.

In such situation, ECTA will inform the Delegates by prompt written notice with details following the occurrence of the cause relied upon.

6.2. a. - In case of cancellation of the conference by ECTA, the association will refund the total amount of the registration fee paid by the Delegate.

6.2. b. - Should the ECTA conference be postponed to a later date, there will be no refund.

7. The refunds will be made either via credit card or by bank transfer within one month following the conference pursuant to point 6.2.a. above and within one month following the written notice of cancellation pursuant to point 6.2.a. above.

8. The Delegate waives any right to claim damages, consequential, direct or indirect, interests, costs or losses (including but not limited to transport, meals, accommodation, private functions or events organized by the Delegate or third parties in connection with the ECTA conference) as a consequence of the cancellation or postponement other than what is stipulated here -above.

### 9. Data protection and privacy

The personal data and information that Delegates provide to ECTA are processed by ECTA in accordance with the provisions of the Belgian Data Protection Act of 8 December 1992 and in line with the ECTA data protection and privacy policy issued in May 2018. They will be used for ECTA management purposes only and may only be transmitted to third parties when the performance of ECTA obligations under the present terms and conditions requires it.

The ECTA data protection & privacy policy can be found [here](#).