

## DESIGN 2024 GENERAL TERMS AND CONDITIONS

### 1. Registration Procedure

Upon completing your registration, you will receive a confirmation email. Depending on your payment status, either a proforma or an invoice will be issued in your name. Registration fees vary according to the payment reception period. If payment is made after the deadline for the selected payment period, the registration fee for the subsequent period will apply, and any difference will be invoiced.

### 2. Payment

Payment can be done by credit card (MasterCard, Visa) or via bank transfer.

### 3. VAT

As stated in the article 53 of Directive 2006/112/EC, the registration fee is subject to VAT applicable in the country where the event is taking place, even when supplied to taxable persons, in case of in-person participation. According to Croatia's tax regulation, a 25% VAT charge has been applied to the registration fees where applicable. Organizer reserves the right to amend this charge should the VAT rule or rate change.

### 4. Substitution

If a delegate cannot attend the Conference, we are happy to accept a substitute colleague at any time. Requests for substitutions will only be accepted by e-mail indicating the name of the cancelled delegate as well as the name, function and contact details of the substitute. Please note that after April 15, 2024, a fee of €50,00 will be applied for substitutions. Substitution option could not be realized for registrations made after April 15, 2024.

### 5. Registration Fee Cancellation Policy

Notification of cancellation must be submitted in writing via email, and should include the name of the delegate being cancelled. The following rules apply in case of cancellation – for individual and group cancellations: Cancellation notified until and including April 1st, 2024 - 50% refund (minus administrative charges of €50,00). Cancellation made after April 1st, 2024 will not merit refund. Refunds will not be made for no-shows and unattended events. Bank charges applied to a refund will be borne by the delegates. In case of overpayment or double payment, refund requests including valid proof of the overpayment or double payment must be made in writing and sent by email to the Organizer, no later than one month after the event. An administrative charge of €50,00 will be applied for all refunds.

### 6. Accommodation Cancellation Policy

In case of cancellation of already confirmed accommodation reservation, specific rules for the event may apply. If those rules are not indicated in the Registration Form, the general rule applies as described below. In case of cancellation up to 15 days prior to arrival date, no charge will incur. From 14 days prior to arrival date, or in case of no-show, the full amount of confirmed reservation will be charged in case of cancellation. The venue may reserve the right to charge the full stay upon check-in. The venue may also charge or block an amount on your credit card to guarantee the extra expenses. Each venue has its own independent policy for both cases.

### 7. Visas

It is the sole responsibility of the participant to take care of visa requirements. Participants who require an entry visa must allow sufficient time for the visa application procedure. Please check here <http://www.mvep.hr/en/consular-information/visas/visa-requirements-overview/>. Participant registration details might be shared with the immigration authorities to assist in the immigration process. To receive an invitation letter for the event, participants must first register and pay the registration fee in full. They can then contact the Organizer to ask for the invitation and/or warranty letter. All expenses incurred in relation to the visas are the sole responsibility of the participant.

If a visa is denied, 50% of the registration fee will be refunded, minus a €50,00 administrative charge. This refund is conditional upon the participant submitting an official rejection document from the embassy and ensuring that the application was submitted no later than March 25, 2024.

## **8. Data Protection**

The acquisition, handling (which includes saving data, changes, transmission, blocking and erasing) and utilization of all personal registration data is executed within the guidelines of the effective EU data protection regulations. The Organizer will collect and store all data necessary for the preparation and execution of conference. To make the payment of registration fee by credit cards required details (i.e. credit card type and number, expiration date, credit card holder name) will also be collected. All data will be saved and processed safely. In order to protect and safeguard the personal data provided the appropriate business procedures will be applied, as well as technical and physical restrictions for accessing and using personal information. Only authorized employees are permitted to access personal information for performing their duties in respect of our services. Our server and network are protected by firewalls against unauthorized access. In addition, the Organizer may share only contact details of attendees with third parties if they are necessarily involved in registration process. The event organizers are obliged to give out attendee's data due to a court or an official order. Organizer is not responsible or liable for any illegal use or malpractice of data or any other action resulted from it. It does not mean the Organizer diminishes its responsibility for its actions according to the legislative framework.

## **9. Cancellation of the Event**

When the event is cancelled as a result of a force majeure or for reasons which are not the fault of the Organizer, 50% of registration fee will be refunded, less administrative charge of € 50,00 per registration.

## **10. Liability**

The Organizer shall only be liable for the performance of its tasks as set out in the applicable event program where the usual standard of care has been breached, but only where this was done intentionally. Croatian law shall be applicable in such cases. Any acknowledgement of liability on the part of the Organizer shall only be valid where such an acknowledgement is made in writing. Oral representations shall not form the basis for any liability. All client's complaints procedure is clarified in the Customer Complaints section at the website.

## **11. Regulations**

The Organizer reserves the right to make amendments to the program or any related activities at its discretion. These changes do not lead to a refund or a reduction in the price of the registration fee.

## **12. Acceptance of Terms of Use**

These Registration Terms and Conditions shall apply to all delegates registering to the event.