



## TERMS & CONDITIONS FOR INDIVIDUALS

### REGISTRATION

- **Early registrations** will be accepted until **Wednesday, December 13<sup>th</sup> 2017**, midnight CET.
  - Should your registration remain unpaid the **Wednesday, December 27<sup>th</sup> 2017**: Early registrations **will be upgraded to the Pre-registration fee**.
- As of **Thursday, December 14<sup>th</sup> 2017**, **Pre-registration fees apply** for every new registration.
  - Should your registration remain unpaid the **Wednesday, 6<sup>th</sup> June 2018**: Pre-registration fees will be **upgraded to the Late registration fee**.
- After **Thursday, 24<sup>th</sup> May 2018 & on site**, **Late registration fee applies** for every new registration.

#### **Payment conditions:**

All payments are to be made in Euros (EUR). Please indicate the participant's name and WOC2018 on all payments. **From Wednesday, May 16<sup>th</sup> 2018** only payments by credit card will be accepted.

Full payment of all items is requested when registering (by credit card or by bank transfer). No confirmation or invitation letter will be sent until MCI Suisse SA has received the payment.

#### **Registration modification & cancellation conditions:**

All cancellations are to be sent to MCI Suisse SA in writing (fax, letter, or email).

For cancellations received until **Wednesday, May 23<sup>rd</sup> 2018 midnight CET** deposits will be refunded less **EUR 75.-** for administrative costs. **After this date, no refunds will be possible.**

A handling fee of **EUR 25.-** per registration will be charged for every registration modification received after **Wednesday, May 16<sup>th</sup> 2018**.

If you are unable to attend the congress because you were denied a visa, you will be granted a refund only if you submit a copy of your visa rejection letter and proof that you applied for a visa no later than two weeks after abstract notification letters are sent (approximately March 16, 2018). Attendees requiring a visa are encouraged to apply as soon as possible, but also no later than two weeks after abstract notification letters are sent. If you meet these conditions, a refund will be issued less the cancellation fee above. **Please note that no refunds will be issued for additional fees paid for express shipping of invitation letters and/or Accompanying Person registration cancellation due to visa denial.**

#### **Registration substitution conditions:**

Registration fees may not be transferred to another person. Anyone unable to attend the congress after paying must cancel his/her registration. The registration fee will be refunded if the request is received prior to the cancellation deadline date. The new registrant must then register separately and pay the appropriate registration fee. If you are a speaker substitution, the same policy applies. The original speaker must register for the congress and then cancel (refund amount will depend on when the cancellation occurs) before the substitution can be processed. The new speaker must then register and pay the applicable rate.

#### **Badge Reprint conditions:**

If a badge is lost or forgotten, an administrative fee of **EUR 20.-** will be charged for the reprint of the badge after identity verification (passport, driving license or other recognized identification document).

**Registration refund conditions:**

Refunds will be processed 8–10 weeks after the congress. Without exception, all valid requests for refunds must be received in writing no later than 15 days after the end of the congress.

**Networking programme (Cultural Night) cancellation conditions:**

Cancellations can be made free of charge until **Wednesday, May 23<sup>rd</sup> 2018**. After this date, no refunds will be possible.

MCI reserves the right to cancel or modify the networking program if the minimum participation is not attained or due to factors beyond the control of the organisers. In the event of such cancellations, any excursion payments will be refunded after the congress.

**VAT (if applicable):**

\* You are paying a Value Added Tax (VAT) on the Congress registration fee because, according to the last amendment of the EU VAT Directive, VAT must be charged in the country hosting the Congress. In principle, all Spanish VAT-registered participants will be able to deduct the VAT in their Spanish VAT return. All EU-participants, but not Spanish VAT-registered, may apply for a VAT refund to the Spanish Tax Agency subject to certain conditions. Also, all Non-EU-participants may apply for a VAT refund to the Spanish Tax Agency subject to certain additional conditions. A particular scheme of VAT refund is also available for non-EU travelers when acquiring goods in Spain and VAT has been paid to retailers. Certain restrictions may apply as only professional expenses give right to a refund and a formal invoice is always required. For further information, non-Spanish participants should refer to Agencia Tributaria website by clicking [here](#).

## ACCOMMODATION – OFFICIAL HOTELS

**Barcelona** attracts many tourists, and due to the high demand for accommodation during this period, reservations will be made on a first-come, first-served basis. We recommend booking before **Tuesday, April 17<sup>th</sup> 2018** to ensure availability.

MCI acts as an agent for accommodation bookings and WCO2018 accepts no responsibility for any recommendations given or any transactions made.

**Payment conditions for Hotel Porta Fira:**

Important: For hotel bookings, a deposit payment **covering the full stay** is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel invoice when checking out from the hotel. Potential additional incidentals, such as mini-bar and telephone, must be paid directly to the hotel upon check-out

**Payment conditions for other hotels:**

Important: For hotel bookings, a deposit payment covering the first night is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

**From Wednesday, May 16<sup>th</sup> 2018** only payments by credit card will be accepted.

Group reservations (more than 9 rooms) will be handled by MCI Suisse SA with separate contracts. Please contact MCI for further information at: [woc2018regshot@mci-group.com](mailto:woc2018regshot@mci-group.com).

**Modification & Cancellation conditions:**

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI in writing (fax or email). Please do not contact the hotel directly.

**Cancellation conditions for following hotels:**

*Abba Sants Hotel*  
*AC Sants*  
*Arenas Atiram Hotel*  
*Avenida Palace Hotel*  
*Ayre Hotel Caspe*  
*Ayre Hotel Gran Via*  
*Ayre Hotel Rosellon*  
*Barcelo Raval Hotel*  
*Barcelo Sants Hotel*

*Capri by Fraser Hotel Barcelona*  
*Gran Hotel Barcino*  
*Hotel 4 Barcelona*  
*Hotel Barcelona Colonial*  
*Hotel Condes de Barcelona*  
*Hotel Del Mar*  
*Hotel Espana Barcelona*  
*Hotel Gargallo Rialto*  
*Hotel Gargallo Suizo*

*Hotel ILUNION Almirante*  
*Hotel ILUNION Auditori*  
*Hotel ILUNION Barcelona*  
*Hotel Medinaceli*  
*Oriente Atiram Hotel Ramblas*  
*Sercotel Amister Art Hotel*  
*Silken Concordia Hotel*  
*Silken Gran Hotel Havana*  
*Travelodge L'Hospitalet Hotel*

- In the event of cancellation up to **Thursday, May 17, 2018**: no charge will incur
- From **Friday, May 18, 2018 to Tuesday, May 29, 2018**: 50% of one room night will be charged in case of cancellation
- From **Wednesday, May 30, 2018**: 100% of one room night will be charged in case of cancellation

**Cancellation conditions for following hotels:**

*AC Hotel Irla by Marriott*

*AC Hotel Victoria Suites by Marriott*

*Alexandra Barcelona - a Double Tree by Hilton Hotel*

*Eurohotel Diagonal Port*

*Eurohotel Gran Via Fira*

*HCC Lugano Hotel*

*HCC MontBlanc Hotel*

*HCC Regente Hotel*

*HCC St. Moritz Hotel*

*HCC Taber Hotel*

*Hesperia Presidente Hotel*

*Hesperia Sant Joan Hotel*

*Hilton Barcelona Hotel*

*Holiday Inn Express Barcelona City 22 @*

*Hotel Front Maritim Barcelona*

*Melia Barcelona Sarria Hotel*

*Melia Barcelona Sky Hotel*

*NH Barcelona Entenza Hotel*

*NH Barcelona Les Corts Hotel*

*NH Barcelona Sant Just Hotel*

*NH Barcelona Stadium Hotel*

*NH Collection Barcelona Constanza Hotel*

*NH Collection Barcelona Gran Hotel Calderon*

*NH Collection Barcelona Podium Hotel*

*NH Collection Barcelona Tower*

*NH Porta Barcelona Hotel*

*NH Sants Barcelona Hotel*

*Occidental Atenea Mar - Children free zone*

*Renaissance Barcelona Fira Hotel*

*Renaissance Barcelona Hotel*

*Salles Hotel Père IV*

*The Gates Diagonal Barcelona (prev. Silken Diagonal)*

*Tryp Condal Mar Hotel*

- In the event of cancellation up to **Tuesday, May 08, 2018**: no charge will incur
- From **Wednesday, May 09, 2018 to Tuesday, May 29, 2018**: 50% of one room night will be charged in case of cancellation
- From **Wednesday, May 30, 2018**: 100% of one room night will be charged in case of cancellation

**Cancellation conditions for Hotel Porta Fira:**

- In the event of cancellation up to **Tuesday, May 08, 2018**: no charge will incur
- From **Wednesday, May 09, 2018 to Thursday, May 24, 2018**: **one room night** will be charged in case of cancellation
- From **Friday, May 25, 2018**: **two room nights** will be charged in case of cancellation

**Check-in/Check-out Time:**

Hotel check-in time is 16:00. Should you wish to check-in earlier, extra costs may apply.

If arriving after 20:00, please notify MCI Suisse SA in advance.

Check-out time is 11:00. Should you wish to check-out later, extra costs may apply.

Early check-in and late check-out cannot be guaranteed free of charge.

**No-Show:**

In case of no-show (if you do not check-in on your confirmed arrival date as per your hotel voucher), the hotel will only keep the number of room nights guaranteed during the booking process. For bookings guaranteed for one night only, the remaining nights will automatically be released to the hotel. The hotel will do its utmost to accommodate you should you arrive at the hotel at a later date. For bookings guaranteed for the full stay, the room will be kept for the number of nights booked. Please make sure to inform MCI in case of late arrival (after 20:00 pm or early check-in the next morning).

# GENERAL CONDITIONS

## Methods of payment:

- **Credit card:** only Eurocard/Mastercard, Visa and American Express are accepted.
- **Bank transfer** – please make your payment to:

### **Beneficiary name:**

MCI Suisse S.A.  
9 Rue du Pré-Bouvier  
1242 Satigny, Geneva – Switzerland

### **Bank details :**

UBS S.A.  
35 Rue des Noirettes  
1227 Carouge, Geneva - Switzerland  
Account n°: 240-369393.71L  
Clearing: 240  
Swift: UBSWCHZH80A  
IBAN: CH18 0024 0240 3693 9371 L

All payments are to be made in euros (EUR) VAT may increase without notice and any such change will be reflected in final rates.

Please indicate the participant's name and “**WOC2018**” on ALL payments. **All costs are to be borne by the ordering customer to send and for MCI to receive payment.**

- Payment by personal cheques are not accepted.
- **Credit card:** Should the amount to be paid be over EUR 1'500.-, we will charge an extra 4% of the amount due.  
Only Eurocard/Mastercard, Visa and American Express are accepted.

## **Insurance and Liability:**

It is recommended that participants obtain adequate coverage for travel, health and accident insurance before they depart from their home countries. ICO/WOC and MCI Geneva as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the congress participants and accompanying persons.

ICO/WOC, MCI, Fira and Hotel are not responsible for either the partial or total non-execution of the contract in the event of accident, natural disaster (either threatened or actual) in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, Strikes, Lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents the Hotel and/or venue from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

The Organizers may at their entire discretion repay the delegate fee or administrative fee paid by the Delegate or Exhibitor, or part thereof, but shall be under no obligation to repay the whole or part of such Delegate fee or Service Charge, and shall be under no liability to the Delegate or Exhibitor in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the Delegate or Exhibitor, as the result of the happening of any such event.

## **Force majeure:**

MCI and the Hotels are not responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity of the Hotel, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents the Hotel from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

**Closure of a hotel:**

Should above mentioned offered hotel(s) close between the date the contract was signed and the start of the event, MCI will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI's block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI.

**Minimum Age:**

Registration and/or admittance to the WOC congress shall be limited solely to participants who are 18 years of age or older, due to current health and safety regulations and legislation in effect. Any registration by anyone who is under 18 is unauthorized and in violation of these Terms and Conditions and will automatically result in the forfeit of their registration. You hereby accept that identification is to be provided to congress staff upon request. By registering to the congress or entering the congress you represent and warrant that you are 18 years of age or older, and that you agree to and to abide by all of the Terms and Conditions of this congress.

**Images and Recordings**

By registering for the WOC2018, you are providing the ICO/WOC with permission to include your name, organization, and country for the list of attendees shared with select exhibitors and use of your image captured in photographs/videos on site.

**Information:**

The exhibitors or sponsors at this congress may wish to send you information which may be of interest to you. Exhibitors or sponsors may scan your badge when you visit their stand. If you don't want your badge to be scanned please let the exhibitor know directly. Otherwise, your personal data will be released to them.