

## CANCELLATION & REFUND POLICY

### **Registration (terms & conditions)**

#### **Cancellation policy**

Any change or cancellation of the registration reservation must be sent in writing to AIM Group Belgium BVBA

Any change or cancellation must be received in writing by the 2021 FIATA World Congress Organiser ([fiata2021@aimgroup.eu](mailto:fiata2021@aimgroup.eu)).

Cancellation fees will be imposed as follows:

- Registrants that cancel 90 days prior to the start of the 2021 FIATA World Congress (July 28<sup>th</sup>, 2021) will receive a full refund minus a 10% administration fee.
- Registrants that cancel between 89 and 30 days prior to the start of the 2021 FIATA World Congress (July 29<sup>th</sup>, 2021 to September 26<sup>th</sup>, 2021) will be refunded 50% of the amount paid; if fees are outstanding the registrant will be liable for 50% of the amount due.
- No refunds will be provided for no-shows or registrants that cancel within 30 days of the start of the FIATA World Congress 2019 (after September 26<sup>th</sup>, 2021), and the registrant will be liable for the full amount due.

The registered person can however be replaced without penalties until September 26<sup>th</sup>, 2021. In this case, please inform the Organising Secretariat as soon as possible. After this date, we will charge an administration costs of € 25,00 including VAT.

#### **Payment Options**

When registering for the **2021 FIATA World Congress**, please arrange payment of the registration fee. All payments should be made in EURO. Full payment for registration fees is required within 10 working days of invoice.

#### **General Conditions 2021 FIATA World Congress**

FIATA and FORWARD Belgium commissioned AIM Group Belgium BVBA with the organisation and execution of the Conference. Registration for the Conference and confirmation therefore forms a contract between the conference attendee and the 2021 FIATA World Congress regarding attendance at the Conference. This contract is based on the following General Terms and Conditions.

#### **Registration fees and payment for the 2021 FIATA World Congress**

Registration for the conference and booking of services are binding for the attendee. The fees must be paid in advance on the dates specified. Registration will be confirmed if payment is received by the Conference Office by October 15<sup>th</sup>, 2021. Should payments be received after this date, you will receive your confirmation at the Registration Desk in

Brussels (Belgium). In case of late payment please bring a copy of your bank remittance with you.

### **Programme Changes**

2021 FIATA World Congress reserves the right to make any necessary changes to the programme at short notice. There will be no pro rata refund of registration fees for cancelled sessions or changes to the programme.

### **Loss of Name Badge**

A fee of € 25,00 must be paid to acquire a new name badge in the event that the name badge, which at the same time entitles the holder to attend the conference, is lost. If the attendee is later able to produce the newly acquired and the previously lost name badge, the fee of € 25,00 will be refunded.

### **Liability**

AIM Group Belgium BVBA is liable in keeping with diligence required of a prudent businessman, according to the laws of Belgium. Regardless of course in law the liability of AIM Group Belgium BVBA shall be limited to damages which are caused with a forethought or by gross negligence. However, this shall not affect the liability of the Conference Organiser and of the persons or organizations responsible for providing means of transport or other services. The participants take part in all excursions at their own risk. Verbal agreement can only be considered as binding when confirmed by AIM Group Belgium BVBA in writing.

The registrant acknowledges that participation in 2021 FIATA World Congress events and activities entails some risk and the registrant does hereby assume responsibility for his/her own safety. If someone else participates in his/her place per the 2021 FIATA World Congress registration transfer policy, the new registrant agrees to this disclaimer and waiver by default of transfer.

FIATA, FORWARD Belgium, the 2021 FIATA World Congress Local Organising Committee, and the 2021 FIATA World Congress Organiser shall not be responsible for any theft, breakage, destruction, or damages of any kind whatsoever and howsoever caused to personal and/or business items of registrants and their guests, or other participants.

All registrants are to make themselves fully aware of the health and visa requirements in respect of travel to Belgium; if a registrant, their guests, or other participant is unable to participate in the 2021 FIATA World Congress due to not meeting these requirements in any way, FIATA, FORWARD Belgium, the 2021 FIATA World Congress Local Organising Committee, and the 2021 FIATA World Congress Organiser will not accept responsibility in any respect.

### **Force Majeure**

For reasons beyond its control (such as war, strikes, lockouts, riots or any such civil disturbances, any acts of God, including but not limited to earthquakes, floods, droughts and typhoons) and any other cause of circumstance of whatever nature beyond its control that have an impact on the arrangements, timetables or planning of 2021 FIATA World Congress and its corresponding activities in Brussels, Belgium, 2021 FIATA World Congress has the right to immediately alter or cancel the activities or events or any of the arrangements, timetables, plans or other items relating directly or indirectly thereto. No party involved shall be entitled to any compensation for damages that result from such alteration or cancellation.

We will continue to monitor the evolving situation around the coronavirus (COVID-19). Due to the ongoing uncertainty and to help protect the health and safety of our members, partners, and everyone who takes part in our events, the 2021 FWC Organising Committee is exploring options for shifting the congress to an hybrid congress or a virtual platform if required. In that case, we will communicate the changes on our website: [www.fiata2021.com](http://www.fiata2021.com)

If the participants would shift into a virtual or hybrid event and the participant already confirmed and paid his registration for the physical event, he would have the possibility:

- a- To keep his registration for the hybrid or virtual event. If the new registration rate is lower than the price he already paid, we will refund the difference after the congress.
- b- To be reimbursed after the congress if the participant doesn't want to participate to the hybrid or virtual event.

### **Place of Performance, Venue of Jurisdiction**

Brussels shall be the exclusive place of performance and Brussels venue of jurisdiction for all parties. The laws of Belgium Law shall apply.