

# Registration change and cancellation policy

#### Confirmation

Upon completion of your online registration, you will be sent a confirmation by email. The confirmation is sent to the email address provided on the registration form and will show whether we have received your payment and will include an invoice.

#### **Payment**

All registration costs referred to are in Euro (€) and registration payments must be made in Euro (€). Full payment is due for the registration fees. Registrations are only confirmed once the required payment has been received.

### Invoice

Only digital versions of invoices will be sent to participants upon completion of the online registration. The invoice will be issued using the contact details provided on the registration form so please make sure you have provided us with the correct information.

#### VAT

The fees published on the website are VAT free.

## **Cancellation of Conference registration**

In the event of cancellation, written notification must be sent by email to <a href="mailto:IACC-Registration@mci-group.com">IACC-Registration@mci-group.com</a>. The following refund conditions apply:

- Cancellations before or on 1<sup>st</sup> May 2020 (23:59 CET), the registration fee will be refunded in full with a deduction of €25,00 administration fee.
- Cancellations between 2<sup>nd</sup> May and 15<sup>th</sup> May 2020 (23:59 CET), 50 % of the registration fee will be refunded with a deduction of €25,00 administration fee.
- As of 16<sup>th</sup> May 2020 (00:01 CET), the registration fee will not be refunded for cancellations or no-shows. All refunds will be processed one month after the conclusion of the conference.

## **Modifications**

If necessary, participants may change their personal details. Changes must be requested before the 17<sup>th</sup> May 2020 via email (<u>IACC-Registration@mci-group.com</u>). Name changes made after this date will be charged €25,00 administrative fee per name, per change.

## **Invitation letter for visa application**

If you do need a visa to attend the Congress, please apply as soon as possible.

All delegates requiring an invitation letter for visa application purposes may request it during the online registration. The invitation letter will not be issued without receiving the registration and payment of the required registration fees. Please note that the organisers will not be able to contact or intervene with any embassy or consulate office on behalf of a delegate. Should your visa application be declined, you can send a request for a full refund of the registration fees to the IACC 2020 Registration Support Team by e-mail at <a href="mailto:iacc-registration@mci-group.com">iacc-registration@mci-group.com</a> prior to the conference if you complete the registration by 1st May 2020 (23:59 CET). A scanned copy of the visa decline letter should be attached to your request. For registrations received as from 2nd May 2020 (00:01 CET), the cancellation policy for general Congress registrations will apply.

#### **Privacy**

Transparency International (TI) is committed to ensure your privacy. For documenting the IACC, TI will take photos and record video at the IACC conference. You herewith consent in the collection, use, and processing of this personal data by TI. TI may use this photo and video footage for sharing it on its social media channels and/or its website. As such, the photos and videos could be sent or transferred to servers in the US. Find more information about the services TI is using in our <a href="mailto:privacy policy">privacy policy</a>. If you have any concern please reach out to <a href="mailto:dataprotection@transparency.org">dataprotection@transparency.org</a>.



## **Anti-Harassment Policy**

Please find our Anti-Harassment policy at: https://www.transparency.org/files/content/ouraccountability/TI\_Anti-Harassment\_Policy.pdf

#### Insurance

Each IACC participant is encouraged to obtain their own travel insurance.

### **Program**

The organiser of the 19th IACC reserves the rights at any time to change the programme or to cancel or postpone the conference. In the event of cancellation or postponement, their liability is limited to refunding any registration fee already paid. The organiser would notify all registrants at the address shown on their registration form of any decision to cancel or postpone. The organiser strongly recommends all registrants take out their own insurance against any losses arising from cancellation or postponement of the conference or the inability of a registrant to attend for any reason: the organiser accepts no liability for any loss or damage suffered by any registrant or accompanying person or other person.

## **Data protection**

By registering to this event, you agree that your personal data will be processed by IACC and the Conference registration office, for registration and handling purposes, and to send you information in connection to IACC events. If you do not submit the data indicated as 'required', we cannot complete your registration. You have the right to access and rectify your personal data by contacting the registration office (MCI Amsterdam) by email to <a href="mailto:IACC-Registration@mci-group.com">IACC-Registration@mci-group.com</a>.