



## GENERAL TERMS AND CONDITIONS

### Definitions

K.I.T. Group GmbH Association & Conference Management is the organizer of the 36<sup>th</sup> Annual Meeting of the International Society for Pediatric and Adolescent Diabetes, October 27<sup>th</sup> to 30<sup>th</sup>, 2010 in Buenos Aires, Argentina. K.I.T. Group leads the conference secretariat and is responsible for registration services, abstract management, sponsorship opportunities, exhibition management, hotel accommodation, tours and social events and is hereafter referred to as the "Organizer".

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### General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registered for the 36<sup>th</sup> Annual Meeting of the International Society for Pediatric and Adolescent Diabetes, October 27<sup>th</sup> to 30<sup>th</sup>, 2010 in Buenos Aires, Argentina (hereafter referred to as the "Conference"). Any person, delegate, accompanying person, student, media representative, speaker, or exhibitor is considered an attendee.

### Conference Registration

The registration deadlines are as follows:

Early registration deadline:	June 15th, 2010	24.00 CET
Standard registration deadline:	September 1st, 2010	24.00 CET
Late/On-site registration:	from September 2nd, 2010	

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form and the payment in full in accordance with the deadlines mentioned above. Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of payment in full.

Pre-registration deadline:	October 15th, 2010	24.00 CET
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After the pre-registration deadline, registrations are only possible on-site.

If the maximum attendee capacity is reached, the Organizer reserves the right to refuse any registration.

To be eligible to register for the Conference, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

The registration fee "**All inclusive**" for ISPAD Members, Non ISPAD Members, students/nurses/ young physicians and educators includes entry to all sessions, the exhibition area, the poster area, the Opening Session & Welcome Ceremony, the Closing Ceremony, the conference bag containing program and abstract book, coffee breaks, lunches, Social Afternoon and Society's Evening.

The registration fee **“Science Only”** for ISPAD Members, Non ISPAD Members, students/ nurses/ young physicians and educators includes entry to all sessions, the exhibition area, the poster area, the Opening Session & Welcome Ceremony, the Closing Ceremony, the conference bag containing program and abstract book, coffee breaks and lunches.

To be able to register as a student you must present a proof of fulltime enrolment at a recognised university or college at both the time of registration and during the Conference. Students must present their original student identification card on-site in order to receive their name badge.

To be able to register as a nurse or educator a supporting letter of your Head of Department is required.

To be able to register as a Young Physician, you must be max. 30 years old at the time of the Conference. A proof of your age must be provided during the registration process.

The registration fee for accompanying persons includes entry to the conference venue, the Opening Ceremony & Welcome Reception as well as the Closing Ceremony, Social Afternoon and Society’s Evening. Entry to the exhibition area, the poster area and other conference sessions is not included. A maximum of 2 accompanying persons can be registered per delegate.

To register as a media representative, please contact the ISPAD 2010 Conference Secretariat at [ispad2010@kit-group.org](mailto:ispad2010@kit-group.org) in order to receive a media registration form. There is no registration fee for accredited media representatives. However, to register as a media representative, you must submit a copy of your official press card.

Registrations for more than ten persons will be handled separately as a group booking. Please contact the ISPAD 2010 Conference Secretariat at [ispad2010@kit-group.org](mailto:ispad2010@kit-group.org).

### **Conference Material**

If the registration form and full payment are received no later than the standard registration deadline, a conference bag is included in the registration fee for delegates, speakers and media representatives. If the registration form and/or full payment are received after the standard registration deadline, the Organizer cannot guarantee that a conference bag will be available. All conference materials will be handed out on-site in the registration area.

### **Methods of Payment**

Payment is required at the time of registration. It should be made in EUR only, using one of the following methods:

1. Credit card (Visa, Master/ Eurocard): Attendees should complete the relevant section of the registration form.
2. Bank transfer: Payment should be made in EUR to:

K.I.T. Group GmbH  
Commerzbank Bank Berlin, Kurfürstendamm 237, 10719 Berlin, Germany

Bank Sorting Code:	100 800 00
K.I.T. Account Number:	05 140 018 03
SWIFT-CODE:	DRESDEFF100
IBAN:	DE 93 1008 0000 0514 0018 03
Reference:	Participant number, name, ISPAD 2010

Please note that all transfer costs must be prepaid by the transmitter.

Cheques will not be accepted.

### **Letter of Confirmation/Payment Receipt**

A letter of confirmation/payment receipt will be sent by email once the ISPAD 2010 Conference Secretariat has received the fully completed registration form and the related payment. Attendees must present this confirmation/payment receipt at the registration counter as proof of their registration and payment.

### **Letter of Invitation**

Individuals requiring an official Letter of Invitation can request one from the ISPAD 2010 Conference Secretariat. To receive a Letter of Invitation, attendees must first register to the Conference and submit payment in full. Letters of Invitation will not be sent after the standard registration deadline.

The Letter of Invitation does not financially obligate the Organizer in any way. All expenses incurred in relation to the Conference are the sole responsibility of the attendee.

### **Visa Requirements**

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications.

The Organizer will not directly contact embassies and consulates on behalf of visa applicants.

### **Certificate of Attendance**

A Certificate of Attendance for regular delegates can only be acquired in the designated areas in the conference venue. It cannot be issued after the Conference.

### **Registration Name Change**

A handling fee of 30.00 EUR will be charged for every name change to an existing conference registration. A new registration form for the substitute attendee should NOT be submitted. Name changes will only be accepted until the pre-registration deadline by email or fax indicating the new and old names as well as the new contact details (address, fax, email). After the pre-registration deadline, all name changes must be carried out on-site.

### **Lost Name Badge**

The name badge must be worn at all times during the Conference. Access to the conference facilities will not be granted without a proper name badge. If an attendee loses, misplaces or forgets the name badge, a handling fee of 30.00 EUR will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.

### **Cancellation Policy**

Notification of cancellation must be made in writing and sent to the ISPAD 2010 Conference Secretariat by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

Refund requests will be processed after the Conference only. They must be made in writing and sent to the ISPAD 2010 Conference Secretariat by email no later than 30 days after the Conference. No refund request will be processed after this date.

#### **1- Cancellation of Registration**

If the written notification of cancellation is received before June 16th, 2010, a handling fee of 30.00 EUR will be charged. For cancellations received until September 1st, 2010 50% of the paid registration fee will be refunded. No refunds will be made for cancellations received after this date.

The cancellation policy also applies for the additional bookings of Social Events (Social Afternoon and Society's Evening)

Credit will not be given for unattended events or early termination of attendance.

## 2- Cancellation of Tours

All tours are based on a minimum number of participants. Should the required minimum of participants not be reached, the Organizer reserves the right to cancel the tour. In this case the costs will be refunded after the Conference. Prices may be subject to change for exceptional reasons beyond the control of the Organizer.

In case the tour is cancelled in written by the participant before October 8th, 2010 a handling fee of 10 EUR will be charged.

No refunds will be made for cancellations received after this date.

## Modification of the Conference Program

The Organizer reserves the right to modify the program, which is published as an indication only.

## Cancellation of the Conference

In the event that the Conference cannot be held or is postponed due to events beyond the control of the Organizer (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Organizer, the Organizer cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Under these circumstances, the Organizer reserves the right to either retain the entire registration fee and to use it for a future conference, or to reimburse the attendee after deducting costs already incurred for the organisation of the Conference and which could not be recovered from third parties.

## Data Protection and Sharing of Contact Details

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 data protection regulations.

The Organizer will collect and store all data for the preparation and execution of the 36<sup>th</sup> Annual Meeting of the International Society for Pediatric and Adolescent Diabetes. In addition, the Organizer periodically shares contact details of attendees with third parties within and outside the European Union that may use these details to contact attendees regarding activities at the Conference or other communications which may be of interest. Therefore data might be passed on to third parties unless otherwise explicitly indicated by the attendee. Your complete contact details will only be forwarded if:

- your explicit consent is given,
- a third party has proven to the Organizer that you have violated the rights of this third party and has thus demanded the disclosure of your data, or
- the Organizer is obliged to give out your data due to for example a court order or an official order.

Attendees can use the name badge with the barcode like a business card with any conference exhibitor and/or satellite holder to give them the complete contact details. In this case you decide to whom you provide your data. Please note that offering your badge to be scanned at an exhibition stand and/or at the entrance to a satellite symposium implies your acceptance that the respective company receives your complete contact details from the Organizer and may contact you, using this data.

## General Terms and Conditions for Accommodation

### 1) Individual Booking

#### Hotel reservation

Hotel accommodation is subject to availability and will be allocated on a first come, first served basis. All rates listed are in US Dollar (US \$) and include breakfast and taxes.

Accommodation will be allocated on a first come, first served basis upon receipt of the hotel booking together with the credit card details. Without credit card details the hotel booking cannot be processed. The Organizer will forward your credit card details to the hotel as guarantee of the reservation. Depending on the payment policy of each hotel, your credit card may be charged in advance with the entire sum for the accommodation. The hotel or the Organizer reserves the right to debit or credit your credit card account with the amount due for accommodation and any subsequent changes (cancellation, no show charges) to the reservation.

Should the selected hotels be sold out, the Organizer reserves the right to book a hotel in a similar category.

#### Cancellation

Cancellations and changes must be made in writing with the Organizer at any time. For cancellations received before 13 August 2010, your credit card will be charged with an amount equalling the cost of the first night of your reservation as cancellation fee. For cancellations after 13 August 2010, your credit card will be charged with an amount equalling the full value of the cancelled nights. This does also apply for a reduction in the length of stay if notified after 13 August 2010. No shows will be released automatically by the hotel at 09.00 on the following day, and the accommodation fee will not be refundable.

### 2) Group Booking

For contracts and conditions regarding hotel group booking please contact the Conference Secretariat directly at [accommodation-ispad2010@kit-group.org](mailto:accommodation-ispad2010@kit-group.org).

#### Data Protection

When you make a reservation for a hotel you will be asked to complete the online form providing for: your name, address, email address, telephone number, credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) and reservation preferences and smoking preference. This information is required to process, book and complete your reservation (including the sending of a confirmation email of the booking to you).

In order to protect and safeguard the personal data provided to us, we have implemented and use appropriate business systems and procedures. For example, your credit card information is transmitted to us through a secure server protocol, which encrypts all your personal and credit card details. The encryption method used is the industry standard "Transport Layer Security (TLS)" technology. Our TLS certificate has been issued by [utn.usertrust.com](http://utn.usertrust.com).

Furthermore, we have implemented and use security procedures and 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 and we have intrusion detection systems that monitor and detect unauthorized (attempts to) access to or misuse of our servers.

Your credit card details will be kept by the Organizer until three months after the end of the Conference. Approximately two weeks prior to the Conference, the Organizer will forward your personal information, credit card information and booking details to the hotel in order to confirm the booking with the hotel.

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### **Liability**

The Organizer shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the Organizer - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the Conference at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the Organizer.

### **Fulfilment and Jurisdiction**

This contract is subject to the law of Berlin, Germany. The terms of this contract shall be fulfilled in Buenos Aires, Argentina and in the event of any legal claims arising from either party, Berlin, Germany shall be the sole court of jurisdiction.

### **Salvatori Clause**

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of the Terms and Conditions remaining are not impaired. The parties are obligated to cooperate in order to replace the ineffective or impracticable clause by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.