

Organisation of the 1st EPF Congress

The European Patients' Forum aisbl ("EPF") will host the 1st edition of its Congress in November 2019 (the "Congress"). MCI Benelux S.A ("MCI") will support EPF as it is responsible for registrations aspects of the Congress for participants. On registering for the event, participants (also referred to as "you") are entering an agreement with EPF and MCI. By registering to the Congress, you are indicating your acceptance to the terms and conditions set out below.

Registration Fee

All participants must register via the online registration system

Online registration will be closed on 28 October 2019.

Registration Fees for different categories of Congress participant are shown on the Registration page [here](#).

Registration Fee for Participants Includes:

- Admission to all sessions
- Lunches and coffee breaks
- Name badge and all printed materials
- Congress bag (if applicable)
- Invitation to Welcome Reception

Methods of Payment

Payments can be made either via bank transfer or via credit card. Confirmation of your credit card payment, along with registration confirmation, will be made available immediately after payment, not only by sending an email but also by being notified by an on-screen message. If you do not receive confirmation of your payment via bank transfer within 14 business days after the payment, please contact the EPF Congress Secretariat. Payment must be made before the stated deadline that applies to your application.

Payment via Bank Transfer

All fees should be paid in EUR (€), free of all bank charges.

Participant's Name/Last Name and Invoice Number must be indicated on the transaction receipt of the bank transfer.

Beneficiary: MCI Benelux SA

Beneficiary address: Boulevard du Souverain 280, 1160 Brussels, Belgium

Bank address: Boulevard du Souverain 230, 1160 Brussels

Account number: please use IBAN number

IBAN: BE50 3631 2126 7218

SWIFT/BIC: BBRUBEBB

Payment via Credit Card

Visa, Eurocard or Mastercard are accepted for credit card payments, which can be made online during the registration process.

In case of rejected online credit/debit card payment, the delegate is recommended to log into the registration system and try to process the payment again. Should the trouble with the payment persist, the participant is advised to contact the credit/debit card issuer/bank first and check if online transactions are not disabled on the credit/debit card. Afterwards, the registration can be processed again.

Online payments service provider: Ingenico.

Registration Cancellation & Refund Policy

All registration cancellation requests should be sent to the EPF Congress Secretariat in writing, in accordance with the details provided below, under "EPF Congress Secretariat".

For cancellation requests received:

Until 31 August 2019 – 25% of the registration fee will be deducted.

From 1 September until 30 September 2019 – 50% of the registration fee will be deducted.

From 1 October 2019 – registration will be paid in full and refunds will not be provided.

Replacement by colleagues – e.g. transfer of the registration at no extra cost may be accommodated upon communication and agreement with the EPF Congress Secretariat.

Invoice

The invoice will be provided to the participants only upon full payment. The invoice will be issued based on details provided while registering (invoice details).

Modification and Cancellation of the Congress

EPF reserve the right to modify the Congress programme, which is published as an indication only.

In the event of cancellation of the Congress, at any time, as a result of any event of 'force majeure' or for other reasons that are beyond the control of EPF the registration fee shall

be refunded but EPF shall not be held liable for any other costs or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Use of Materials

You agree not to reproduce, copy or translate the Congress materials or create derivative works from them or modify them or in any way commercially exploit them without our prior written consent.

Photos and Videos

Filming and photography will take place at the EPF Congress. Unless explicitly communicated in written form at congress@eu-patient.eu, you consent to your image and likeness being used in marketing and films (now and in the future) and to waive any right to compensation or remuneration. However, to help ensure the privacy of individuals, images will not be identified using full names or personal identifying information without written approval from the photographed subject.

During such events individuals often take photographs or make videos on their mobile telephones. EPF is not responsible in policing this practice, but would ask any participant who plans to do this to seek permission from fellow Congress attendees.

Disclaimer and ‘force majeure’

EPF shall not be responsible for any bodily injury/death or property damages (including theft) sustained by participants during the Congress, unless such damages are a direct result of the negligent or unlawful act or omission thereof.

In any event, EPF does not accept liability for damages in the event of bodily injury/death, property damage, disruption to travel plans and costs incurred as a result of ‘force majeure’. ‘Force majeure’ reasons include but are not limited to: war or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural or nuclear disaster, adverse weather conditions, epidemics, health risks, fire and closure of airports or airspace.

Data Privacy and Security

The European General Data Protection Regulation (EU GDPR) entered into force as of 25 May 2018 and it involves some additions to data protection.

EPF and MCI, which manages your registration payments, takes your privacy very seriously and in order to comply with GDPR requirements has updated its Privacy Policy. You can view it [here](#).

Feel free to contact EPF with any questions with regards to the Privacy Policy, Data Protection and GDPR in general by email at mailing@eu-patient.eu.

Responsibility

The participant acknowledges that he/she has no right to lodge damage claims against the organisers should the holding of the event be hindered or prevented by unexpected political or economic events or generally by force majeure, or should the non-appearance of speakers or other reasons necessitate programme changes. With registration, the participant accepts this proviso.

Governing Law

Any dispute resulting from the above terms and conditions will be subject to Belgium law, and by accepting these terms you are submitting yourself to the exclusive jurisdiction of the courts of the Belgium.

EPF Congress Secretariat

All registration queries and/or cancellation requests should be sent to the EPF Congress Secretariat in writing, via e-mail: epfcongress2019@mci-group.com