



GENERAL TERMS AND CONDITIONS

Definitions

K.I.T. Group GmbH Association & Conference Management is the organizer of the annual conference of the International Society for Pediatric and Adolescent Diabetes, October 18 - 21, 2017 in Innsbruck, Austria. The organizer leads the conference secretariat and is responsible for registration and accommodation services, abstract management, sponsorship opportunities, exhibition management and social events and is hereafter referred to as K.I.T. Group.

General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registered for the Annual Conference of the International Society for Pediatric and Adolescent Diabetes, October 18 - 21, 2017 in Innsbruck, Austria (hereafter referred to as the "Conference"). Any person, delegate, volunteer, speaker, media or exhibitor representative is considered an attendee.

Conference Registration

The registration deadlines are as follows:

Early registration	June 29, 2017, 24:00 CET
Standard registration	September 12, 2017, 24:00 CET
Late registration	October 11, 2017, 24:00 CET
Onsite registration	From October 18, 2017

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form or completed online registration as well as the payment in full in accordance with the deadlines mentioned above. The online registration can be completed by clicking the button "register and pay" which can be found at the end of the form. 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. For any payments made after October 11, 2017 the onsite registration fee will apply.

The pre-registration process is closing on October 11, 2017, 24:00 CET and reopens onsite. Registrations onsite will be subjected to the onsite registration fee.

If the maximum attendee capacity is reached, the organizers reserve 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 for delegates (ISPAD members, non-members, students, dietitians, nurses, and young physicians), speakers and media representative includes entry to all sessions, the exhibition area, the poster area, the opening ceremony and the closing ceremony. The exhibitor representatives receive access to exhibition area only.

To be able to register as a student, you must present a proof of fulltime enrolment at a recognised university or college for both the time of registration and during the conference.

To be able to register as a nurse, educator, dietician or healthcare professional a supporting letter from your Head of Department is required describing your status for both the time of the registration and for the time of the conference.



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.

To be able to register as an ISPAD Member under 40, you must be max. 39 years old at the time of the conference. A proof of your age must be provided during the registration process.

To register as a media representative, please contact the ISPAD 2017 Registration Department at registration-ispad2017@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.

Group Registration

Registrations for more than ten (10) persons will be handled separately as a group booking. Please contact the ISPAD 2017 Registration Department at registration-ispad2017@kit-group.org. No group discounts for registration of more than ten delegates are considered.

The ISPAD 2017 Registration Department shall not be held responsible for the double booking of an individual participant or group made by another company or organisation.

A payment order will be sent by email to the group manager once the ISPAD 2017 Registration Department has received the fully completed registration form. Payment for the group registration shall be transferred immediately upon receipt of the payment order. A final registration invoice shall be issued and sent to the group manager after the conference.

The ISPAD 2017 Registration Department will provide the group manager with information on how to communicate the names of their group members. Individual data of each group member such as first name, last name, individual email address and postal address must be provided. The deadline to submit the information of each group member is always the next upcoming registration deadline.

Conference Material - Less is more

ISPAD is committed to cutting down on unnecessary print and engaging exciting new technologies while increasing scientific and personal exchange between professionals. In Austria we are moving towards a paper free congress with no printed Final Program, no bag and less waste. Instead we guarantee you more content, more personal support and more chances to interact with your peers. Use our Online Personal Planner at 2017.ISPAD.org and make sure to download our new app on your smart-phone or tablet before you travel.

Methods of Payment

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

1. Credit card (Visa, MasterCard, American Express)

Attendees should complete the relevant section of the registration form. For amounts above EUR 1.500, a credit card fee of 2.5% will apply which cannot be invoiced.

2. Bank transfer – possible until September 25, 2017

Payment should be made in EUR to:

Bank Name:	Commerzbank AG, Kurfürstendamm 237, 10719 Berlin, Germany
Account Holder:	K.I.T. Group GmbH Association & Conference Management
Bank Sorting Code:	100 800 00
K.I.T. Account Number:	0514 0018 03
SWIFT-CODE:	DRESDEFF100
IBAN:	DE93 1008 0000 0514 0018 03
Reference:	Participant Name, Participant Number, ISPAD 2017

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 2017 Registration Department 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 2017 Registration Department. 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 conference organizers 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 organizers will not directly contact embassies and consulates on behalf of visa applicants. The registration fee minus a handling fee of 70 EUR will be refunded after the conference if the visa was applied for in time, and an official proof of the embassy confirming that a visa could not be granted, is forwarded to the ISPAD 2017 Registration Department.

Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2017 Registration Department by email no later than 30 days after the conference (November 18, 2017). No refund request will be processed after this date.

Certificate of Attendance

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

Registration Name Change

A handling fee of 40 EUR will be charged for every name change to an existing conference registration. A new registration form for the substitute attendee should be submitted, as well as a proof for the reduced fee if applicable. Name changes will only be accepted until the pre-registration deadline indicating clearly the new and old name. After the pre-registration deadline, all name changes must be carried out onsite.

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 40 EUR will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.

Registration Cancellation Policy

Notification of cancellation must be made in writing and sent to the ISPAD 2017 Registration Department by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received before the early registration deadline (June 29, 2017, 24:00 CET), 50% of the paid registration fee will be refunded. No refunds will be made for cancellations received after this date.

The same applies for cancellation of additional sessions and orders.



Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2017 Registration Department by email no later than 30 days after the conference (November 18, 2017). No refund request will be processed after this date.

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

No refunds will be made in case of non-appearance, illness or premature departure.

Networking and Recognition Evening

The Networking and Recognition Evening will take place on Friday, October 20, 2017. We recommend to book in advance since the number of seats is limited and available on a "first come, first served" basis.

If the written notification of the cancellation is received by August 4, 2017, a full refund for the Networking and Recognition Evening cancellation will be made. No refunds will be made for cancellations received after this date.

Refund requests will be processed after the conference only.

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

Modification of the Conference Program

The conference organizers reserve 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 conference organizers (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the conference organizers, the conference organizers 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 conference organizers reserve 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 organization of the conference and which could not be recovered from third parties.

We strongly encourage attendees to buy a travel insurance to cover this risk.

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.

K.I.T. Group will collect and store all data for the preparation and execution of the Annual Conference of the International Society for Pediatric and Adolescent Diabetes 2017.

When you register you will be asked to complete the online form providing for: your name, address, email address, telephone number and membership number (where applicable). The above collected information is required to process, book and complete your booking (including the sending of a confirmation email of the booking to you).

Should you choose to make the payment for your bookings with credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be collected.

All data will be saved and processed.

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.

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 K.I.T. Group until three months after the end of the conference.

In addition, the conference organizers periodically share contact details of attendees with third parties 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 conference organizers that you have violated the rights of this third party and has thus demanded the disclosure of your data, or
- the conference organizers are 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 organizers and may contact you, using this data.

Granting of rights for photography, film and audio material for event documentation and public reporting

The participant hereby declares their consent to the creation of image, film and audio recordings related to the ISPAD 2017 conference and that this material can be shared and published within public reporting or used in social networks about the event without entitlement to remuneration. The participant explicitly gives their consent to the use of their image according to the § 22 German Art Copyright Act (KUG).

Liability

The conference organizers shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the conference organizers - 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 conference organizers.

Fulfillment and Jurisdiction

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

Severability 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.