

# Terms and Conditions

## Terms and Conditions for the Event Registration (FUEN Congress 2018, Leeuwarden Netherlands, 20-24 June)

These terms and conditions, which may be amended from time to time, apply to all our services made available online, through any mobile device, by email or by telephone.

By accessing, browsing and using our (mobile) website or any of our applications through the Congress platform (hereafter referred to as the "website") and/or by completing a reservation, you acknowledge and agree to have read, understood and agreed to the terms and conditions set out below (including the privacy statement).

These pages, the content and infrastructure of these pages, and the online reservation service provided on these pages and through the website are owned, operated and provided by the Federal Union of European Nationalities and are provided for your personal, non-commercial use only, subject to the terms and conditions set out below.

The online reservation service is provided by the Federal Union of European Nationalities, which is a not for profit, nongovernmental organisation with its Secretariat General in Flensburg, Germany.

### Scope of our Service

Through the Platform, we provide a service for visitors to reserve their accommodation and participation for the 2018 FUEN Congress in Leeuwarden, Netherlands. By booking through our system you automatically enter into a direct (legally binding) contractual relationship with the Federal Union of European Nationalities, through whom you make the respective reservation or purchase a product or service (as applicable).

From the point at which you make your reservation, we will save your reservation details for further processing and share these with the Hotel (WTC Ljouwert). You will receive a confirmation email, following your registration.

In order to duly complete and secure your reservation, you need to use your correct email address. We are not responsible or liable for (and have no obligation to verify) any wrong or misspelled email address or inaccurate or wrong (mobile) phone number or credit card information.

### Payment of fees

1. The Congress registration fees must be paid at the end of the online registration.
2. After your registration has been received, you will receive a booking confirmation (by email).
3. After the registration fee has been paid in full and the payment has gone through you will receive an invoice (by email).

The payment is safely processed from your credit/debit card or bank account (through Mollie B.V. - a second party payment processor) to the bank account of Federal Union of European Nationalities. Registration is not possible if the payment is not carried out. The Federal Union of European Nationalities is not liable for any wrong bank, debit or credit card details you provide, or invalid credit/debit cards or insufficient funds.

### **Cancellation policy**

1. The Federal Union of European Nationalities accepts cancellations until 31<sup>st</sup> May 2018 with a 100% refund, not including the money transfer fee and credit card/ SOFORT Banking fee, which will be deducted from the refund.
2. For cancellations after 31<sup>st</sup> May 2018, there will be no refund.
3. A substitute person can be sent to participate at the congress on the cancelled person's behalf, for no additional costs.
4. The Federal Union of European Nationalities is not liable for any other costs that you may have incurred in relation to a cancelation of your Congress participation.

### **Delegate details**

1. Congress participants and partners may be given a list of all delegates (name and basic contact details only).
2. The list of delegates (name and basic contact details) will be saved by the Federal Union of European Nationalities for archival purposes.
3. Should you wish to opt-out, please contact the Union of European Nationalities to indicate your desire to be removed from a delegate list.
4. Delegates may be photographed during the Congress. These photographs can be used for promotional materials, press releases and social media, by the Federal Union of European Nationalities.

### **Miscellaneous**

The Federal Union of European Nationalities reserves the right to adapt and update the program and the provided services whenever necessary.