

## Registration – Terms and Conditions

### 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 costs referred to, are in Australian Dollars (AUD). All payments must be made in Australian Dollars (AUD); no other currency will be accepted. Full payment is due for the registration fees. Registrations are only confirmed once the required payment has been received.

### Payment by credit card

The online registration platform is a secured site. The only method of payment is by credit card, VISA, MasterCard and AMEX are the only credit cards accepted. Please enter all relevant information on the registration form. Upon completion of the online registration process, you will receive a paid invoice (receipt) by email.

### Invoice

Only digital versions of invoices will be sent to participants upon completion of the 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 and taxes

Australian VAT (GST) is applicable on all congress registration fees (10%).

Please note that VAT on registration fees paid by companies and other taxable entities may only be reclaimed if the client's VAT number is mentioned on the invoice. If applicable, please fill out your company's VAT number in the corresponding section on the online form.

It is the responsibility of each delegate to follow the correct procedure to reclaim VAT. The only responsibility that the World Glaucoma Association (WGA) and MCI Amsterdam have in this procedure is to provide the invoice. Any other steps to reclaim VAT have to be taken by the delegates or organizations they are working for.

### Cancellation of congress registration

In the event of cancellation, written notification must be sent by email to [wgc@mci-group.com](mailto:wgc@mci-group.com). The following refund conditions apply:

- In case of cancellation before or on December 15, 2018, the registration fee will be refunded with a deduction of 30% as penalty charge.
- In case of cancellation from December 16, 2018 to February 15, 2019, the registration fee will be refunded with a deduction of 70% as penalty charge.
- After February 15, 2019, the registration fee will not be refunded for cancellations or no-shows.

### Name changes

For name changes an administrative fee of AUD 80 will be charged. For each name change you must notify the Congress Organizer by e-mail to [wgc@mci-group.com](mailto:wgc@mci-group.com) before February 15, 2019. Name change participants agree to take over all booked program items of the originally registered participant.



### **Invitation letter for visa application**

It is our policy not to provide invitation letters, as they are not required for visa applications. The Australian Department of Multicultural and Indigenous Affairs (DIMIA) has advised that in relation to conferences or other events:

- Registration does not guarantee a visa grant to an applicant.
- Where the Event Organiser has provided the relevant DIMIA international offices with participant lists (which they will), it will not be necessary for the DIMIA decision-makers to request a “letter of invitation” from such individuals.
- Visa applicants should read information on visitor visa processing and requirements on the DIMIA website: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

Should your visa application be declined, you can send a request for a full refund of the registration fees to Congress Organizer by e-mail ([wgc@mci-group.com](mailto:wgc@mci-group.com)) before February 15, 2019. A scanned copy of the visa decline letter should be attached to your request. For requests received as from February 16, 2019 the cancellation policy for general congress registrations will apply.

### **Photographs and videos**

WGA reserves the right to photograph and videotape the congress and participants and to use such photographs and videos in any internal and external communication referring to the congress or WGA, such as on its websites and intranet, or other publications. By registering you consent to such uses.

### **Data protection**

By registering to this event, you agree that your personal data will be processed by WGA and the Congress Organizer, for registration and handling purposes, and to send you information in connection to WGA 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 Congress Organizer (MCI Amsterdam) by email to ([wgc@mci-group.com](mailto:wgc@mci-group.com)).

### **Insurance and Liability Disclaimer**

THGF and/or WGA have the right to alter or cancel the congress or any of the arrangements, timetables, plans or other items relating directly or indirectly to the congress without prior notice for any reason beyond their control. THGF, WGA and/or its Congress Organizer shall not be liable for any loss, damage, expenditure or inconvenience caused as a result of such alteration or cancellation.

The Congress Organizer (MCI Amsterdam) works as an agent on behalf of WGA. Neither the Congress Organizer nor WGA may be held responsible for any loss, injury or damage to any property, whatever the cause may be. Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected.

It is recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. WGA and the Congress Organizer as organizers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the congress participants and accompanying persons.

Should, for any reason outside the organizers' control (including but not limited to acts of terrorism, extreme weather conditions and/or industrial action) the venue or speakers change, or the congress be cancelled, the organizers will endeavour to re-schedule, but shall not be held responsible for any costs, damages or expenses incurred by registrants. If for any reason the organizers decide to make material changes to this event, they are not responsible for airfares, hotels or other costs incurred by registrants. The participant takes part in the event, all tours and trips at their own risk. Further,



the organizers may not be held liable for any costs or damages incurred resulting from acts outside of their control including but not limited to force majeure, strikes and/or public manifestations whether this affects the congress or registrants attendance. Only written arrangements are binding. The sole legal venue is Amsterdam. Registration of a participant entails acceptance of these conditions.

In any disputes that may arise concerning the execution or interpretation of the present General Regulations, both parties agree that they will be subject to Dutch law and that the commercial courts of Amsterdam will be competent, without prejudice to WGA's right to initiate proceedings under the laws and before the courts of the participant's registered office in the event any sums are due by the participant to WGA.

## Hotel Terms & Conditions (Individual Reservations)

MCI Amsterdam, the official housing partner for the 8<sup>th</sup> World Glaucoma Congress, has reserved a number of rooms in various hotels that have been carefully selected for your convenience. The majority of the hotels are located near the Melbourne Convention & Exhibition Centre (MCEC) or at a location from which the congress venue can easily be reached by public transportation. Reservations can be made online together with your registration to the congress: the reservation section will show real-time availability and the applicable rates.

### Room rates

All rates quoted are the lowest available for standard rooms during the period of the congress. Deposits are payable in AUD and prices all include all applicable taxes. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in AUD.

### Reservation and payment

For bookings up to 9 rooms, a deposit payment for the first night must accompany your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel invoice when checking out from the hotel. Potential additional costs, such as mini-bar and telephone, must be paid directly to the hotel upon check-out.

Should you wish to make a hotel booking for 10 rooms or more, we kindly ask you to send an email to [wgc@mci-group.com](mailto:wgc@mci-group.com).

Special requirements (as double room, twin room, smoking room) concerning the hotel rooms will be available upon request, and cannot be guaranteed.

Standard check in time at hotels is 3:00 pm. Check-out time is 11:00 am. Should you need a guaranteed early arrival (before 3:00 pm.) or a late departure (after 11:00 am) an additional night is required to be booked and paid for.

### Changes, no shows and cancellations

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI in writing (email, letter or fax). Please do not contact the hotel directly, as they will not accept any changes or cancellations made directly.

In the event of cancellation up to February 15, 2019, deposits will be refunded less 75 AUD for administrative costs. After this date, no refunds will be possible.

In the event of late cancellations after March 18, 2019, MCI Amsterdam reserves the right to charge the full stay for cancelled rooms, cancelled nights or no-shows if the hotel room cannot be resold. In case of a no show, the hotel will guarantee your room until 11:00 am the day after your check in date. A handling fee of 75 AUD per hotel room will be charged for every hotel modification received after March 18, 2019.

### Reference number and hotel voucher

For your own convenience and to facilitate the reservation procedure, we kindly ask you to take note of your reference number and refer to this number in all correspondence with MCI. Please bring the hotel voucher with you, as it will serve as proof of your reservation at the hotel and deposit.