

ICLEI – Local Governments for Sustainability
Resilient Cities 2019
10th Global Forum on Urban Resilience & Adaptation

GENERAL TERMS AND CONDITIONS FOR PARTICIPANTS REGISTERING ONLINE

Participants wishing to attend the Resilient Cities 2019 Congress must register online at resilientcities2019.iclei.org through the registration system powered by XING EVENTS (<https://en.xing-events.com/>). XING EVENTS' general terms and conditions apply (<https://en.xing-events.com/gtc/gtc>, Section B). In addition, ICLEI applies the following general terms and conditions.

1. Payments

When registering online, participants are given three payment options: **bank transfer**, **credit card** and **direct debit**. The following obligations apply for:

1.1. Bank transfer

- 1.1.1. When selecting the bank transfer option, the Participant commits to making a payment for the registration fee within **two weeks** following the registration. In case the payment is not received within two weeks of the date of the invoice, the booking will be cancelled.
- 1.1.2. If the booking was made **after 14 June 2019, 24:00 CEST** (Bonn, German time), the payment must be made **before 25 June 2019, 24:00 CEST** (Bonn, German time). Proof of payment must be sent to resilient.cities@iclei.org and a printed copy must be provided at the congress registration desk.
- 1.1.3. The Participant is responsible for covering any bank fees incurred by the transfer.

1.2. All payment methods

- 1.2.1 The organizer reserves the right to cancel the Participant's registration and participation in the Congress should the Participant have violated XING EVENTS' terms and conditions of pre-sale.

2. Discount codes

In case the Participant has been provided with a discount code by ICLEI, the Congress organizer, the following obligations apply:

2.1 Speakers' discount codes

- 2.1.1. Main contributors are responsible to ensure that all co-contributors speaking at the event receive the discount code. ICLEI accepts up to 2 speakers per contribution. ICLEI will not be held responsible if a co-contributor does not receive the discount code, and proceeds to register and pay the full fee. The cancellation/reimbursement fee(s) applied by the online registration service provider, XING EVENTS, will be the responsibility of the co-contributor. For the cancellation/reimbursement policy please refer to the section 3 of these terms and conditions.
- 2.1.2. Any person who will not be a speaker at Resilient Cities 2019 is not entitled to receive the speaker's discount code. In case of abuse, the registration is considered null and void and a new registration at the full registration fee shall be made.
- 2.1.3. Speakers are entitled to the reduced fee of the respective fee category (for the complete Resilient Cities 2019 fee structure please check: <http://resilientcities2019.iclei.org/registration/>). The affiliation will be checked by the Resilient Cities Congress Team. It is, however, the responsibility of the selected speaker to check the accuracy of the fee before making a payment.

3. Substitution / Cancellations / Reimbursements

In case the Participant, after having registered, cannot attend the Resilient Cities 2019 Congress, the following policy will apply:

3.1. Substitution

- 3.1.1. Any Participant unable to attend the event who would like a colleague to take his/her place will need to send an email to resilient.cities@iclei.org explaining the situation and providing all personal details of the substituting person (see all mandatory fields of the online registration form).
- 3.1.2. If no payment has yet been made, the former Participant should cancel his/her registration and the new Participant must register and pay the appropriate fee.
- 3.1.3. If the payment of the registration fee was made, the substitution request email should include the full contact details of the new Participant. If the billing address needs to be changed, the Participant will need to inform ICLEI in writing including the new billing address in the substitution email.

3.2. Cancellations / reimbursements

- 3.2.1. Cancellations must be made through the online link provided by XING EVENTS in the registration confirmation email.
- 3.2.2. The registration service provider, XING EVENTS, will automatically apply a cancellation fee of 5.95 EUR + 5.9% of the total registration fee. This fee will be charged for every participant registration cancelled.
- 3.2.3. For any cancellation made **before 22 May 2019, 24:00 CEST** (Bonn, Germany time) the XING EVENTS conditions for cancellation apply.
- 3.2.4. For any cancellation made between **22 May 2019, 24:00 CEST** (Bonn, Germany time) and **12 June 2019, 24:00 CEST** (Bonn, Germany time), ICLEI will reimburse only 50% of the registration fee amount in order to cover the costs related to the commitments to the congress service providers (catering, printed material, etc.) made to this date.
- 3.2.5. For any cancellation, regardless of the reason, made after **12 June 2019, 24:00 CEST** (Bonn, Germany time), ICLEI will not reimburse the registration fee.

4. Visa support letters and registration

- 4.1. ICLEI is eligible to issue a visa support letter for Participants requiring one in order to request a visa to attend the Congress.
- 4.2. Visa support letters must be requested by ticking the dedicated check box in the online registration form.
- 4.3. Ticking the check box to submit a request for a visa support letter does not automatically grant the Participant the right to receive a visa support letter.
- 4.4. ICLEI retains the right to refuse the issue of visa support letters to Participants and Participants shall be held liable for any violation of law based on misrepresentations, fraud or inaccuracies communicated in order to unlawfully receive a visa support letter to enter the Federal Republic of Germany.
- 4.5. ICLEI does not make any guarantee or warranty of any kind that Participants who receive a visa support letter shall receive a visa to enter the Federal Republic of Germany.
- 4.6. The Participant agrees to indemnify ICLEI e.V. for any losses or damages related to the Visa procedure. ICLEI shall not be held liable by any Participant for the failure to receive a visa for entry into the Republic of Germany and the cancellation fee (§3.2) shall be charged.

5. Privacy and data protection

- 5.1. All data entered in the registration form on behalf of a Participant is processed under the assumption that the Participant's consent to submit their information was obtained.
- 5.2. The data provided is shared with our service provider XING EVENTS. It may also be shared with partners, affiliates, and/or third parties only for congress related purposes including, but not limited to:
 - Communication directly related to the Resilient Cities 2019 Congress
 - Preparation of the official letters and documents (visa support, thank you letters, certificates of attendance).
- 5.3. If the participant has opt-in to receive information about other ICLEI events, the data provided will be then shared with the ICLEI Regional Offices.
- 5.4. By accepting these Terms and Conditions the Participant agrees to have his/her name included in the congress participants list and in ICLEI's contacts database. If you do not want your name listed in the congress participants list, you must notify the Resilient Cities Congress Team in writing (resilient.cities@iclei.org) no later than **11 June 2019 at 24:00 CEST** (Bonn, Germany time).
- 5.5. Please refer to the [Resilient Cities 2019 Privacy Policy](#) and [XING's Privacy Policy](#) in order to obtain more detailed information.

6. Choice of Law

6.1. The law of the Federal Republic of Germany shall govern any conflict arising under this agreement.