

. Registration procedure

- The online registration form serves as a contract between the participant and UITP. As soon as your online registration is completed, you will receive a confirmation email, a participation number and, according to your payment status, a pro forma or an invoice will be issued on your behalf.
- Registration fees do not include flights or accommodation.
- Non-member participation fees and rules will be applied automatically to companies or organisations if, for any reason, the payment of their UITP membership subscription has not yet been settled at the time of invoicing the participation to the event.

2. Payment

- Payment should preferably be processed online by credit card (MasterCard, Visa or American Express) during the online registration procedure.
- Please note that payment by bank transfer is possible only until two weeks before the workshop (**31/03/2016**).
- When your bank transfer is arranged two weeks before the bank transfer deadline, please send a copy to Nathalie SIMON (nathalie.simon@uitp.org) and bring your proof of payment to the registration desk on-site.
- Please note that entrance to the workshop is assured only upon receipt of registration fees. UITP reserves the right to refuse admission to registered participants whose payment is not settled.
- Bank charges have to be supported by the participant. For administrative reasons, personal cheques, company cheques or Euro cheques are no longer accepted and will be returned to the account holder.

3. VAT

- As stated in the new article 53 of Directive 2006/112/EC, the supply of registrations is subject to VAT applicable in the country where the event is taking place, even when supplied to taxable persons. The VAT charge is therefore applicable to all participants **except those whose company is based in Spain**. Please consult with your country's tax advisor for assistance in claiming your refund.
- According to the regulation of Spain, a 21% VAT charge will be applied to the registration fees and 10% to the catering package. UITP reserves the right to amend this charge should the VAT rule or rate change.
- For EU companies to apply VAT directives and in order to avoid any complications, please make sure your VAT number is officially recognized by the EU Taxation and Customs Union office: http://ec.europa.eu/taxation_customs/vies/lang.do. Should your company not be VAT registered or your EU VAT number not be recognized by the EU site mentioned above, the VAT amount will still be added to your invoice and won't be refundable. UITP cannot be held responsible for any problem you may encounter related to VAT refund.
- Following the EU regulation dated 13/07/2010 (please refer to http://ec.europa.eu/taxation_customs/resources/documents/taxation/vat/traders/invoicing_rules/explanatory_notes_en.pdf), which has come into effect on 01/01/2013, we can only issue invoices after reception of payment or completion of the event.

4. Substitution

If a delegate cannot attend the workshop, we are happy to accept a substitute colleague at any time. Requests for substitutions will only be accepted by e-mail or fax (+32 2 660 10 72) addressed to Nathalie SIMON (nathalie.simon@uitp.org) indicating the name of the cancelled delegate as well as the name, function and contact details of the substitute. The substitute must be from the same organisation. Please note that after **31/03/2016**, a fee of " 50 will be applied for substitutions.

5. Cancellation policy

Notification of cancellation must be made in writing and sent by email to Nathalie SIMON (nathalie.simon@uitp.org) indicating the cancelled delegate. The following rules apply in case of cancellation:

- Cancellation notified until and including **3rd March 2016 (03/03/2016)** - 100% refund (minus administrative charges of 150").
- No refund will be applied on cancellations made **after 3rd March 2016 (03/03/2016)** and the registration fee will remain due in full. No-shows will not qualify for a refund of fees. Refunds will not be made for early termination of attendance or unattended events.
- Bank charges applied to a refund will be borne by the delegates.

In case of overpayment or double payment, refund requests including valid proof of the overpayment or double payment must be made in writing and sent by email to Nathalie SIMON (nathalie.simon@uitp.org), no later than one month after the event closing (3/04/2016). An administrative charge of 50" will be applied for all refunds.

6. Visas

It is the sole responsibility of the participant to take care of visa requirements. Participants who require an entry visa must allow sufficient time for the visa application procedure. Participant registration details might be shared with the immigration authorities to assist in the immigration process. However, UITP will not directly contact embassies and consulates on behalf of visa applicants.

To receive an invitation letter for the event, participants must first register and pay the registration fee in full. They can then contact Nathalie SIMON (nathalie.simon@uitp.org) to ask for the invitation letter. All expenses incurred in relation to the event and the visas are the sole responsibility of the participant.

Should the delegate not be granted his/her visa, the registration fee will be reimbursed (minus an administrative charge of 150") if and only if he/she provides Nathalie SIMON (nathalie.simon@uitp.org) with an official document from the concerned Embassy rejecting the visa and that the application was made at least four (4) weeks prior to the event date.

UITP will grant visa invitation letters up to four (4) weeks prior to the event date. Within four (4) weeks from the event date visa invitation letters cannot be guaranteed.

7. Conference languages

The workshop will take place in English.

8. Force majeure

Delegates shall not be entitled to any compensation should political or economic circumstances or a case of force majeure prevent the workshop from being held, or limit its size or modify its nature. Should it not be possible for the workshop to happen, all registration fees shall remain the property of UITP.

9. Regulations

UITP reserves the right to make amendments to the programme or any related activities at its discretion. UITP reserves the right to modify or complete at any time the provisions of the present Terms & Conditions.

10. Acceptance of terms of use

These Registration Terms and Conditions shall apply to all delegates registering to the workshop.