



## REGISTRATION TERMS AND CONDITIONS

### REGISTRATION CONFIRMATION

After you complete registration, you will receive a confirmation email and a username and password to access your registration in case you need to change or cancel your registration. Please check your spam junk folder in case you do not receive this email in your mailbox. If you do not receive it after registering online, please contact the organisers by sending an email to the ITS Lisbon 2020 Delegate Management Secretariat at [itsregistrations@abreu.pt](mailto:itsregistrations@abreu.pt) to ensure your registration has been received.

### PAYMENT INFORMATION

Payment is required in full before the Congress. The only methods of payment are credit card (Visa, MasterCard, and Amex) and bank transfer. Please note that bank charges have to be supported by the participant. The organisers reserve the right to refuse admission if payment has not been received at least one week before the Congress opens.

For registrations made after 11 May 2020, the only method of payment is by credit card.

All rates include VAT as per Decree Law 221/85 of 3 July – Profit Margin Regime – Travel Agencies.

### CURRENCY

All fees will be invoiced and are payable in Euro (EUR) only.

### CANCELLATION/NAME CHANGES

Upon completion of your online registration, your registration is considered confirmed.

Cancellations for the Congress registration, ITS Dinner and Technical Visits are accepted until 17 April 2020 and must be received in writing by the ITS Lisbon 2020 Delegate Management Secretariat at [itsregistrations@abreu.pt](mailto:itsregistrations@abreu.pt). For cancellations received before 17 April 2020, the registration fees will be refunded after deduction of an administration fee of EUR 100 + 23% VAT. After this date, no refunds will be made. Please ensure the delegate name, registration number and company is quoted on all correspondence.

In case the Congress needs to be cancelled because of an event of force majeure (meaning any circumstance not within the reasonable control of the organisers, or which requires the organisers to cancel the event for reasons of public interest, including in particular possible restrictions, recommendations, guidelines or other measures imposed or recommended to be taken by (health) authorities, the organisers shall be excused from performance and shall not be in default in respect of any obligation in relation to the Congress. Such cancellation, to the extent that it is due to an event of force majeure, will also not lead to a refund and no liability whatsoever will be incurred by the organisers. In such circumstances, the organisers are also allowed to postpone the Congress. Name changes will be charged at EUR 35 + 23% VAT administrative fee per name, per change. Name change requests must be sent in writing to the ITS Lisbon 2020 Delegate Management Secretariat ([itsregistrations@abreu.pt](mailto:itsregistrations@abreu.pt)).

## **GROUP REGISTRATION**

A group registration is available for a group of 10 or more paying Congress delegates registering for the full event, at the discretion of the organisers. Requests for group discounts must be sent in writing by email to [itsregistrations@abreu.pt](mailto:itsregistrations@abreu.pt). Group registration (10+ registrations made in one transaction only) entitles you to a 10% discount. To qualify for this discount, all delegate names and details must be provided at the time of booking. Attendees that have already registered are not permitted to cancel and rebook under a group discount.

## **PASSPORT AND VISA**

If you do need a visa to attend the Congress, please apply as soon as possible.

All delegates requiring an invitation letter for visa application purposes may request it during the online registration. Letters of invitation will not be issued without receiving the registration and payment of the required registration fees. Please note that the organisers will not be able to contact or intervene with any embassy or consulate office on behalf of a delegate. Should your visa application be declined, you can send a request for a full refund of the registration fees to the ITS Lisbon 2020 Delegate Management Secretariat by e-mail at [itsregistrations@abreu.pt](mailto:itsregistrations@abreu.pt) before 11 May 2020. A scanned copy of the visa decline letter should be attached to your request. For requests received as from 12<sup>th</sup> May 2020, the cancellation policy for general Congress registrations will apply.

## **DISCLAIMER**

The organisers are not liable for any loss, injury or damage resulting from any action taken or reliance made by you or any third party during the Congress.

The Congress fee does not cover insurance for the delegates. The organisers recommend that delegates take out insurance in their home country to cover pre-journey cancellation for personal reasons and necessary insurance to cover accidents, medical expenses and loss of personal belongings during the trip to the Netherlands.

## **ENQUIRIES**

For Congress and Exhibition registration and payment enquiries, please contact the ITS Lisbon 2020 Delegate Management Secretariat at [itsregistrations@abreu.pt](mailto:itsregistrations@abreu.pt) or phone (+351) 21 4156065

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