



PAIN IN EUROPE XI
BRINGING THE FUTURE TO
THE PRESENT

**11TH CONGRESS OF
THE EUROPEAN PAIN
FEDERATION EFIC®**

**4-7 SEPTEMBER 2019
VALENCIA, SPAIN**



GENERAL TERMS AND CONDITIONS

Definitions

K.I.T Group GmbH is the Professional Conference Organiser (PCO) of the 11th Congress of the European Pain Federation, Pain in Europe XI, from 4-7 September 2019 in Valencia, Spain. The PCO leads the registration services, hotel accommodation, abstract management, sponsorship opportunities, exhibition management and social events and is hereinafter referred to as K.I.T. Group. The European Pain Federation is a non profit, scientific organisation.

K.I.T Group is the administrative organiser of the EFIC Congress and the Congress Secretariat (staff and technical infrastructure) is provided by K.I.T. Group.

General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registered for the 11th Congress of the European Pain Federation, Pain in Europe XI, from 4-7 September 2019 in Valencia, Spain (hereinafter referred to as "the Congress"). Any registered person, Delegate, Student, Allied Health Professional, Media representative, Speaker or Exhibitor is considered an attendee.

Congress Registration

The registration deadlines are as follows:

Early registration deadline: **14 May 2019, 24.00 CET**

Standard registration deadline: **13 August 2019, 24.00 CET**

Late / On-site registration: **from 14 August 2019**

Pre-registration deadline: **28 August 2019, 24.00 CET**

After the pre-registration deadline, registrations are only possible on-site.

Group Booking Deadline (10 or more delegates): **28 August 2019, 24.00 CET**

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form and the payment in full in accordance with the deadlines mentioned above. Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of payment in full.

If the maximum attendee capacity is reached, the organisers reserve the right to refuse any registration.

Only registered attendees will be permitted access to the Congress. To be eligible to register for the Congress, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

The registration fee for regular delegates, speakers, Allied Health Professionals, Patient Organisation Representatives and doctoral/PhD students includes entry to the Opening



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Plenary, all scientific sessions, satellite symposia, poster and exhibition areas, as well as Congress material including Congress programme, abstract book, Congress bag, certificate of attendance. The exhibitor registration entitles full access to the exhibition area and the exhibitor's own symposium but NOT to any sessions.

Chapter Members and IASP Members

The reduced registration fee for members will be granted only to Members having paid their subscriptions for 2019.

Allied Health Professionals, Trainees and Students

To be able to register as an Allied Health Professional (Nurses, Psychologists, Physiotherapists, Dieticians, Social Workers, and Pharmacists) a supporting letter of your Head of Department is required at both the time of registration and during the Congress and must be sent to the Congress Secretariat via email to efic2019-registration@kit-group.org.

Trainees and Students

To register as a trainee or student, a supporting letter from the student's Head of Department or a valid student ID providing proof of full time enrolment at a recognised university or college at both the time of registration and during the Congress must be sent to the Congress Secretariat via email to efic2019-registration@kit-group.org.

Media Registration

There is no registration fee for accredited media representatives. However, to register as a media representative, you must submit a copy of your official press card.

Group Registration

Registrations for more than ten participants will be handled separately as a group booking. Please contact the Congress Secretariat at efic2019-registration@kit-group.org. Should the pre-paid amount not be used in full during the pre-registration process, the remaining amount can be used for on-site registration. There will be no refund for badges which were paid for, but not used (according to the deadlines mentioned above). The deadline for the group bookings is **28 August 2019**. After the group registration deadline, registrations are only possible on-site.

Only fully completed group registration forms as well as fully completed name lists (including the participants full name, individual email and postal address) will be accepted. The Congress Secretariat cannot be held responsible for double bookings of an individual participant or group made by another company or organisation.

Representatives of patient organisations

Proof of affiliation to the patient organisation will be required for validation of the status (working full time for a patient organisation, either paid or voluntary).



Congress Material

If the registration form and full payment are received no later than the standard registration deadline, a Congress bag is included in the registration fee (except exhibitors). If the registration form and/or full payment are received after the standard registration deadline, the Congress Secretariat cannot guarantee that a Congress bag will be available. All Congress materials will be handed out on-site at the Congress Material counter. Day registrations do not receive a Congress Bag.

Method of Payment

Payment is required at the time of registration. It should be made in EUR only, using one of the following methods:

1. Credit card (Visa, Master/Eurocard, and American Express): Attendees should complete the relevant section of the registration form.
2. Bank transfer: Payment by bank transfer is only possible until **28 August 2019** and should be made in EUR to:

Account holder: K.I.T. Group GmbH, Association & Congress Management
Bank: Commerzbank Berlin, Kurfürstendamm 237, 10719 Berlin, Germany
IBAN: DE17 1008 0000 0514 0018 13
BIC / SWIFT: DRESDEFF100
Reference: EFIC 2019, full name, participant number

Please note that all transfer costs must be prepaid by the transmitter. Cheques will not be accepted.

Letter of Confirmation/Payment Receipt

A letter of confirmation/payment receipt will be sent by email once the Congress Secretariat has received the fully completed registration form and the related payment. Attendees must present this confirmation/payment receipt at the registration counter as proof of their registration and payment.

Letter of Invitation

Individuals requiring an official Letter of Invitation can request one during the online registration process or from the Congress Secretariat (efic2019-registration@kit-group.org). To receive a Letter of Invitation, attendees must first register to the Congress and submit payment in full. Letters of Invitation will not be sent after the standard registration deadline (13 August 2019).

The Letter of Invitation does not financially obligate the Congress organiser or any of their related partners in any way. All expenses incurred in relation to the Congress are the sole responsibility of the attendee.



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Visa Requirements

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest Embassy or consulate to determine the appropriate timing of their visa applications.

The organisers will not directly contact Embassies and consulates on behalf of visa applicants.

In the event that a visa application is unsuccessful, but was applied for in due time, the registration fee, minus a handling fee of 30 EUR can be refunded. To receive the refund, the official proof from the Embassy confirming that a visa could not be granted, must be sent to the Congress Secretariat no later than 30 days (07 October 2019) after the Congress.

Certificate of Attendance

All registered delegates will receive a Certificate of Attendance.

Registration Name Change

A handling fee of 30 EUR will be charged for every name change to an existing Congress registration. A new registration form for the substitute attendee should NOT be submitted. However, supporting documentation for a reduced registration rate is required if applicable. Name changes will only be accepted up to the pre-registration deadline (28 August 2019) by email indicating the new and old names as well as the new contact details (address, email). After the pre-registration deadline, all name changes must be carried out on-site.

Registration Cancellation Policy

Notification of cancellation must be made in writing and sent to the Congress Secretariat by email at efic2019-registration@kit-group.org. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation for the Congress registration and Pre-Congress Courses is received before the early registration deadline (14 May 2019), a full refund minus a handling fee of 50 EUR will be made. For cancellations received between 15 May 2019 and 13 August 2019, a full refund minus a 150 EUR (50 EUR for Allied Health Professionals, Trainees, Students and Patient Organisations) cancellation fee will be made. No refunds will be made for cancellations received after this date (14 August 2019).

Refund

Refund requests will be processed after the Congress only. They must be made in writing and sent to the Congress Secretariat by email no later than 30 days after the Congress (07 October 2019). No refund request will be processed after this date. Credit will not be given for unattended events or early termination of attendance.



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Modification of the Congress Programme

The Congress organisers reserve the right to modify the programme.

Film, Photo and Video Recordings

The participant hereby declares their consent for the creation of image, film and audio recordings related to the 11th Congress of the European Pain Federation and that this material can be shared and published within public reporting or used in social networks (Facebook, Twitter, Instagram) about the event without entitlement to remuneration. The participant explicitly gives their consent for the use of their images captured at the event for publications and communications relating to the event according to the effective law.

Data Protection

1. Processing of Credit Card Details

When you register you will be asked to complete the online form providing your full name, address, email address and telephone number. The above collected information is required to process, book and complete your booking (including the sending of a confirmation email of the booking to you).

Should you choose to make the payment for your bookings with credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be collected.

All data will be saved and processed in compliance with the applicable data protection legislation.

In order to protect and safeguard the personal data provided to the Congress Secretariat, appropriate business systems and procedures have been implemented and are in full operation. For example, credit card information is transmitted through a secure server protocol, which encrypts all personal and credit card details. The encryption method used is the industry standard "Transport Layer Security (TLS)" technology. The TLS certificate for K.I.T. Group and all its subsidiaries has been issued by utn.usertrust.com

Furthermore, security procedures and technical and physical restrictions for accessing and using personal information have been implemented and are in full operation. Only authorized personnel are permitted to access personal information for performing their duties in respect of the requested services.

The server and network of K.I.T. Group and all its subsidiaries are protected by firewalls against unauthorized access. Intrusion detection systems that monitor and detect unauthorized attempts to access or misuse our servers are installed and in full operation. Your credit card details will be kept by the Congress Secretariat for up to three months after the end of the Congress.



2. Sharing of Contact Details

The acquisition, handling (which includes saving data, changes, transmission, blocking and erasing) and utilization of all personal data is executed by the Congress Secretariat within the applicable guidelines of the European General Data Protection Regulation.

The Congress Secretariat will collect and store all data for the preparation and execution of the 11th Congress of the European Pain Federation. In addition, K.I.T Group and its subsidiaries periodically share contact details of attendees with third parties (e.g. industry companies) that may use these details to contact attendees regarding activities at the Congress or other communications which may be of interest. Therefore data might be passed on to third parties (e.g. industry companies) unless otherwise explicitly indicated by the attendee. Your complete contact details will only be forwarded if:

- your explicit consent is given, or
- a third party has proven to the Congress Secretariat that you have violated the rights of this third party and thus demands the disclosure of your data as long as your interests, fundamental rights and basic freedoms are not outweighed, which is required by the protection of your personal data, or
- the Congress Secretariat is obliged to give out your data due to, for example, a court order or an official order.

As some Congress exhibitors and/or satellite holders may use the Lead Capture Technology, attendees can use their name badge like a business card with them to communicate their complete contact details. In this case you decide to whom you provide your data. Please note that offering your badge to be scanned at an exhibition stand and/or at the entrance to a satellite symposium implies your acceptance that the respective company receives your complete contact details from the organisers and may contact you, using the data.

In case of data protection inquiries please contact the data protection official of K.I.T. Group and its subsidiaries by email security@kit-group.org.

Cancellation of the Congress

In the event that the Congress cannot be held or is postponed due to events beyond the control of the Congress organiser or due to events which are not attributable to wrongful intent or gross negligence of the Congress organiser, the Congress organiser cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Under these circumstances, the Congress organiser reserves the right to either retain the entire registration fee and to use it for a future Congress, or to reimburse the attendee after deducting costs already incurred for the organisation of the Congress and which could not be recovered from third parties.



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Liability

The Congress organiser shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the Congress organiser - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the Congress at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the Congress organiser.

Fulfilment and Jurisdiction

This contract is subject to the law of Belgium. The terms of this contract shall be fulfilled in Valencia, Spain and in the event of any legal claims arising from either party, Belgium shall be the sole court of jurisdiction.

Severability Clause

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of the Terms and Conditions remaining are not impaired. The parties are obligated to cooperate in order to replace the ineffective or impracticable clause by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.

As of 01.11.2018

K.I.T. Group GmbH
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10709 Berlin
Germany