



General Terms and Conditions

1. TERMS AND CONDITIONS – REGISTRATION

Registration Fee

The registration fee and the services included in registration fee can be found in the applicable event description (web site or registration form).

Registration of Participants

By registering to attend the event, general terms and conditions are deemed to be accepted. Registration needs to be completed within the registration deadlines as set out in the applicable event program. When the number of participants is limited, any last-minute registrations are available on „a case-by-case basis” upon request. Registration obliges the participant to pay the registration fee if stipulated by event description. Once the payment (via credit card or bank transfer) is received, the registration will be confirmed. The participants authorize the Organizer to securely store and process the data provided during registration.

Method of Payment

Payment can be done by credit card (MasterCard, Visa) online or offline and by bank transfer. Using bank transfer, all bank charges must be supported by the participant/payer and should be added to the total amount. Cheques are not accepted. Rates in EURO will be charged in the invoices in Croatian kuna according to the Croatian National Bank official exchange rate at the day of invoicing.

VAT

As stated in the article 53 of Directive 2006/112/EC, registration fee 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. Please consult with your country’s tax advisor for assistance in claiming your refund. According to Croatia’s tax regulation a 25% VAT charge has been applied to the registration fees. Organizer 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](#) (VIES). Should your company not be VAT registered or your EU VAT number cannot be recognized by the EU site mentioned above, the VAT amount will still be added to your invoice and won’t be refundable. Organizer cannot be held responsible for any problem you may encounter related to VAT refund or VAT number not provided.

Letter of Confirmation / Payment Receipt

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

Registration Name Change

If a delegate cannot attend the event, the Organizer accepts a substitute colleague at any time. Requests for substitutions will only be accepted by e-mail indicating the name of the cancelled delegate as well as the name, function, and contact details of the substitute. Please note that after the deadline indicated for each event, a fee of € 10,00 may be applied for substitutions.



Visa Requirements

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. Please check all the information here <http://www.mvep.hr/en/consular-information/visas/visa-requirements-overview/>. Participant registration details might be shared with the immigration authorities to assist in the immigration process.

To receive an invitation letter for the event, participants must first register and pay the registration fee in full. They can then contact the Organizer to ask for the invitation and/or warranty 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 € 50,00) if and only if he/she provides the Organizer 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.

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

Travel Insurance

Delegates are strongly advised to procure their own personal and travel insurance.

Cancellation of the Event

Where the event is cancelled as a result of a force majeure or insufficient number of participants or for reasons which are not the fault of the Organizer, only the registration fee will be refunded, less administrative charge of € 20,00 per participant; however, this shall not apply to any other expenses exceeding this (such as, for example, hotel booking, flight, and train tickets, etc.).

Cancellation by the Participant

Notification of cancellation must be made in writing and sent by email indicating the cancelled delegate. The following rules apply in case of cancellation – for individual and group cancellations:

- Cancellations made before 27 June 2022 will merit refund, reduced for EUR 25,00 administration fees and for appropriate bank/credit card charges.
- Cancellations made after 28 June 2022 will merit refund, reduced for EUR 50,00 administration fees and for appropriate bank / credit card charges.
- Refunds will not be made for no-shows and unattended events.

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 the Organizer, no later than one month after the event.

Changes to the Event Program

The Organizer reserves the right to make amendments to the program or any related activities at its discretion. These changes do not lead to a refund or a reduction in price of the registration fee.

2 TERMS AND CONDITIONS – DATA PROTECTION / LIABILITY / JURISDICTION

Data Protection

The acquisition, handling (which includes saving data, changes, transmission, blocking and erasing) and utilization of all personal registration data is executed within the guidelines of the effective data protection regulations. The Organizer will collect and store all data necessary for the preparation and execution of the event. To make the payment of registration fee or credit card hotel bookings guarantee – required credit card details (i.e., credit card



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Insurance policies at Adriatic osiguranje

type and number, CVC code, expiration date, credit card holder name) will also be collected. All data will be securely saved and processed.

In order to protect and safeguard the personal data provided, the appropriate business procedures will be applied, as well as technical and physical restrictions for accessing and using personal information. Only authorized employees are permitted to access personal information for performing their duties in respect of our services. Our server and network are protected by firewalls against unauthorized access.

In addition, the Organizer may share only contact details of attendees with third parties that may use these details to contact attendees regarding activities at the event or other communications which may be of interest. The event organizers are obliged to give out attendee`s data due to a court or an official order.

Our Privacy Policy, at the company website: <https://www.perfectmeetings.hr/documents/2a5e1878e3c2f58685b6c3488a820c26.pdf>

Liability

The Organizer shall only be liable for the performance of its tasks as set out in the applicable event program where the usual standard of care has been breached, but only where this was done intentionally. Croatian law shall be applicable in such cases. Any acknowledgement of liability on the part of the Organizer shall only be valid where such an acknowledgment is made in writing. Oral representations shall not form the basis for any liability.

Customer complaints procedure: <https://www.perfectmeetings.hr/documents/4afe14de81ef5d01a47bbe99c84bad50.pdf>

Place of Jurisdiction

The place of jurisdiction for all parties shall be in Zagreb, Croatia. The applicable law shall be the law of Croatia.

5. TERMS AND CONDITIONS – ACCEPTANCE

Acceptance of Terms and Conditions

These Terms and Conditions shall apply to all *PerfectMeetings.hr* events unless the documentation specific for each event stipulates different conditions, then those specific conditions shall be given precedence. By registering for any *PerfectMeetings.hr* event these Terms and Conditions are considered accepted.