

## CIOPORA AGM and CIOPORA Academy Workshop 2023

(17 – 20 April – Alexandria/USA)

### Terms & Conditions

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#### 1. Terms and Conditions

- 1.1. These terms and conditions (hereafter, “Terms”) represent the complete and final agreement between you and CIOPORA with regard to all event booking requests referring to the CIOPORA Annual General Meeting (hereafter, “AGM”) and CIOPORA Academy workshop in Alexandria and made through the CIOPORA website (hereafter also ‘we’ and ‘our’).
- 1.2. Making a booking request for one or more AGM and CIOPORA Academy events constitutes your acceptance of these Terms and your agreement to comply with them. Please read these Terms carefully before you complete the booking request. These terms provide you with relevant information about how the event booking can be made, changed, and canceled, and other important information. Your attention is particularly drawn to the provisions of Clauses from 4 to 8 concerning tickets cancellations by participants, event cancellation by CIOPORA and force majeure.
- 1.3. We reserve the right to amend these Terms if supervened legitimizing reasons make it necessary. The current version will be published and made easily available on the CIOPORA website without delay.

#### 2. Hotel Reservation & Cancellation Policy

- 2.1. There is a call-in room allotment reserved for CIOPORA AGM participants at the hotel The Alexandrian Old Town Alexandria, The Autograph Collection (480 King St, Alexandria, VA 22314,

USA) (the “Main Hotel”) until March 17, 2023 and at the hotel Holiday Inn Express & Suites Alexandria (6055 Richmond Highway, Alexandria, VA, 22303, US) (the “Alternative Hotel”) until March 1, 2023. After that date, the room allotment will be released. Guests will still have the possibility to book rooms at the agreed rates upon availability.

- 2.2. Booking and payment of the hotel accommodation are at the expense of the participants.
- 2.3. All room bookings for the Main Hotel and Alternative Hotel shall be undertaken directly with the hotels, via provided booking links.
- 2.4. Room reservation, cancellation and termination are governed by the hotel policies.

### **3. Event Registration & Payment Method**

- 3.1. A special “Early Bird” registration rate for the AGM tickets shall be available until February 17, 2023. After that date, a “Late Bird” registration rate shall apply.
- 3.2. Registrations for CIOPORA AGM events are completed via online form submission on the Ticket Tailor platform (on the CIOPORA website at <https://www.ciopora.org/>). The participants are responsible for selecting the appropriate ticket type, completing the form, and making the payment for the respective amount calculated at the check-out.
- 3.3. All payments must be made in Euro. Any currency conversion costs, or other charges incurred in making the payment or in processing a refund shall be borne by the participant or the third-party making payment.
- 3.4. All payments must be made by credit card via Stripe online payment procedure. The credit card payment fees are charged by the payment provider and included in the total ticket price at the check-out.
- 3.5. Registration for the AGM 2023 is deemed completed after the successful payment. Upon completing your registration, you will receive an email confirmation listing the purchased tickets.

### **4. Cancellations by Participants - AGM Tickets**

- 4.1. All cancellation requests for the AGM tickets must be submitted in writing via email to [info@ciopora.org](mailto:info@ciopora.org). The date of the email will be considered the date of the cancellation.
- 4.2. The AGM tickets cancelled by participants on or before January 17, 2023, will be reimbursed in full.
- 4.3. For the AGM tickets cancelled by participants between January 18 and February 17, 2023, 50% of the amount paid will be reimbursed.
- 4.4. For the AGM tickets cancelled by participants between February 18 and March 17, 2023, 25% of the amount paid will be reimbursed.
- 4.5. The AGM tickets cancelled by participants after 17 March, 2023 are non-refundable.

4.6. The transaction fees (approximately 3% of the total) charged by the payment provider are non-refundable.

## 5. Cancellations by Participants - CIOPORA Academy tickets

5.1. All cancellation requests for the CIOPORA Academy tickets must be submitted in writing via email to [katrin.huhnholz@ciopora.org](mailto:katrin.huhnholz@ciopora.org). The date of the email will be considered the date of the cancellation.

5.2. The CIOPORA Academy tickets cancelled by participants on or before January 17, 2023, will be reimbursed in full.

5.3. For the CIOPORA Academy tickets cancelled by participants between January 18 and February 17, 2023, 50% of the amount paid will be reimbursed.

5.4. For the CIOPORA Academy tickets cancelled by participants between February 18 and March 17, 2023, 25% of the amount paid will be reimbursed.

5.5. The CIOPORA Academy tickets cancelled by participants after 17 March, 2023 are non-refundable.

5.6. The transaction fees (approximately 3% of the total) charged by the payment provider are non-refundable.

## 6. AGM and the CIOPORA Academy Cancellation by CIOPORA

6.1. If the AGM and/or CIOPORA Academy workshop are cancelled by CIOPORA on or before January 17, 2023, all tickets will be reimbursed in full.

6.2. If the AGM and/or CIOPORA Academy workshop are cancelled by CIOPORA after January 17, 2023, the tickets will be reimbursed according to Clauses 4 and 5 of these Terms.

6.3. If the event is cancelled, anytime, due to “*force majeure*”, the provisions under Clause 7 apply.

## 7. Force Majeure

7.1. Should the AGM and/or CIOPORA Academy workshop be postponed or cancelled upon the occurrence of any circumstance beyond the control of CIOPORA (i.e., “*force majeure*”) – including but not limited to government regulations and legal restrictions or supervening impossibility by the host facilities – to the extent that such circumstance makes it illegal or impossible for us to hold the AGM events - CIOPORA will refund all tickets in full.

7.2. In such a case, no liability can be charged to CIOPORA for the event cancellation or postponement.

7.3. Accordingly, no money damages are due by CIOPORA to the participants.

7.4. CIOPORA will inform participants without delay of any subsequent circumstances.

## **8. Covid-19-related Measures – CIOPORA Limitation of Liability**

- 8.1. It shall be the responsibility of participants to comply with Covid-19-related rules and measures in force at the time of the event on the territory of the USA and the State of Virginia.
- 8.2. While taking all possible precautions, CIOPORA cannot guarantee that participants will not be exposed to Coronavirus during the AGM events 2023.
- 8.3. CIOPORA will not be liable for any costs or contingencies incurred by participants resulting from Coronavirus exposure, including but not limited to costs of quarantine, testing, or medical assistance.

## **9. Privacy Policy**

- 9.1. In the process of the AGM registration, your data will be stored and processed by the following online service providers:
  - Ticket Tailor will process and store data provided by you in the registration form for the AGM and the CIOPORA Academy.
  - Stripe will process and store data provided by you during the payment process.
  - In addition to the described above, CIOPORA may use other software and online applications for event organization purposes. However, while data may be stored in the respective CIOPORA accounts, it will not be intentionally transferred to any third parties.
  - In the process of the AGM organization, we may need to share a limited amount of personal information about our participants with the hotel and venues due to the COVID-19 regulations in effect at the time of the event. Such data may include your name, country of origin, your COVID-19 test or vaccination status.

Last version: November 30, 2022.