

## Terms and Conditions

### 1. General

All prices are stated in EUR (Euro). Registration fees are collected and invoiced on behalf and on account of the Organizer – ROTE NASEN Service GmbH, Wattgasse 48, 1170 Vienna, Austria.

Hotel payments are cashed in name and account of Mondial GmbH & Co. KG, Operngasse 20b, 1040 Vienna, Austria.

#### **Mondial GmbH & Co. KG**

MO-FR 10:00 AM - 04:00 PM

t +43 1 588 04-146, f-155

Email: [hcim2018@mondial.at](mailto:hcim2018@mondial.at)

All changes and cancellations of your registration and hotel booking must be sent in writing by e-mail [hcim2018@mondial.at](mailto:hcim2018@mondial.at) or fax +43 1 588 04-155. Please do not contact the hotel directly for any reservation changes or cancellations.

Given deadlines must be respected and are binding.

**Any reimbursements will be made after the event.**

### 2. Registration & Booking

Please note that registration is binding and requires full payment within 7 days.

The day of payment is decisive for the registration fee, not the day of registration (**Early Fee – payment by 1 December 2017, Regular Fee – payment by 16 March 2018**).

As soon as the Organising Team has received your payment, a letter of confirmation will be e-mailed. It will confirm registration, (booking of accommodation) and total costs.

The online registration will be closed by **16 March 2018**.

### 3. Cancellation of registration

Please note that the cancellation fee from registration date until **28 February 2018** will be **50%** of services booked. Only written cancellations will be accepted.

No refunds will be granted for cancellations received after this date.

Name changes are accepted until **28 February 2018** at an extra charge of **EUR 10,00 per person** and have to be submitted in writing.

#### 4. Hotel booking

All rates are stated and cashed in Euro (EUR) for the total selected stay incl. breakfast, service charges and currently applicable VAT according to Austrian regulation. A change in VAT rate may lead to a different room rate. In case that new statutory levies are introduced, these will be added to the contract price. Extras (Minibar, park ticket) are to be paid directly at the hotel reception before departure.

Hotel bookings will be handled on a 'first come, first served' basis. Should the hotel requested be no longer available, Mondial will do its utmost to offer similar accommodation. This may, however, involve a change in price and category. We therefore recommend early booking to ensure availability.

The number of nights booked is binding and will serve as the basis for your invoice. In case of early departure, Mondial is entitled to charge all nights booked. In case of "No Show" your hotel room will be cancelled after first night of no show and the full amount of your stay will be charged. No refund is possible.

Mondial will process all reservation requests by **2 January 2018**. After this date, additional rooms can be booked upon request and availability.

#### Cancellation of hotel booking

Please inform Mondial about any amendments or cancellations in writing by email to [hcim2018@mondial.at](mailto:hcim2018@mondial.at) or fax + 43 1588 04-155. Telephone amendments will not be accepted. Date of delivery of your written cancellation to Mondial will be considered as the date of cancellation. Please do not contact the hotel directly for any reservation changes or cancellations.

Free of charge cancellations of hotel bookings (through online registration) - less **EUR 25,00 per person** administrative fee - will be granted until **2 January 2018**. No refunds will be granted for cancellations received after this date.

Mondial tries its utmost to re-sale any cancelled room in order to avoid high cancellation costs for you. In case of a successful re-sale Mondial will refund any overpaid amount deducted by an administration fee of EUR 25,00. Information of the resale state of a late cancelled booking can be given after the conference only.

#### 5. Payment

The total amount due shall be paid in advance within 7 days upon receipt of booking confirmation / pro-forma-invoice. Payments shall be made in EURO to Mondial by one of the following procedures.

Please note that hotel bookings are binding and require a 100% pre-payment.

#### Credit Card

Visa, MasterCard and AMEX in EUR will be accepted through Online Payment System.

### Bank transfer

Please note that payments by bank transfer will only be accepted until 16 March 2018. After this date only payments by credit cards will be accepted.

Account Owner: Mondial GmbH & Co. KG

Account Name: HCIM 2018

IBAN code: AT73 1200 0100 2120 7666

BIC/SWIFT code: BKAUATWW

Bank: UniCredit Bank Austria AG, Schottengasse 6-8, 1010 Vienna, Austria

Reference: ID Booking Number/Participant's name\*

\*The participant's name should be clearly legible otherwise the payment cannot be identified.

Note: Please instruct your bank to carry out the transactions "free of charge for the recipient". Any bank fees incurred will be charged to the respective participant.

### 6. Liability

In order to duly complete and secure your reservation, you need to use your correct email address. We are not responsible or liable for (and have no obligation to verify) any wrong or misspelled email address.

Mondial shall act as a mediator only and cannot be held responsible for any loss or damage incurred or any damage inflicted on persons or objects irrespective of whatsoever by the above. Only written agreements shall be valid. The place of jurisdiction shall be Vienna (Austria).

Participants are advised to take their own personal travel and health insurance for their trip.

### 7. Visa

Kindly note, it is your responsibility to investigate the visa requirements for Austria and apply for a visa if necessary. Upon request we will send you a letter of invitation – please contact [hcim2018@rednoses.eu](mailto:hcim2018@rednoses.eu) for more details.

### 8. Your Privacy

With the use of the online registration and the offers contained therein users understand that their voluntarily transmitted personal details will be stored and processed in accordance with the most recent Austrian legislation on data protection (Datenschutzgesetz 2000 - DSGVO 2018). Completion of this form implies authorization to Mondial and RED NOSES International to use the personal data supplied for purposes related to the event.

Some information collected may be shared with other delegates and partners. Please note that photographs and videos taken of this event may be used for promotional and documentation purposes.

### 9. Links to Other Websites

Our online forms may contain links to other websites. We are not responsible for data privacy policies and/or practices on other websites and we have no influence as to whether the operators act in compliance with data protection provisions. Our privacy policy is solely applicable to data collected by us (Mondial GmbH & Co.KG and RED NOSES International).