



**GENERAL TERMS & CONDITIONS OF  
BASTIAANSE COMMUNICATION B.V.  
1 September 2018**

Bastiaanse Communication B.V.  
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**Applicability**

1. These General Terms & Conditions apply to all conferences organised by and services delivered by Bastiaanse Communication.
2. We will organise all conferences with due observance of the applicable professional rules, (inter)national legislation and regulations.
3. Registration as a participant in a conference organised by us constitutes acceptance of these General Terms & Conditions.

**Registration and payment**

1. Registration for a conference qualifies as entering into a legal agreement.
2. Only fully completed registration forms will be accepted by us. The registration will only be valid upon receipt of payment in full, as well as a proof of status if required (please refer to paragraph 'Proof of status'). If the registration form and/or the full payment and/or the proof of status have not been received before the deadline indicated, the registration will be cancelled or the next registration fee will automatically be charged.
3. VAT (Value-Added Tax) always applies for all conferences held in the European Union, even for (non)-European participants and/or companies. This has been defined in Directive 2006/112/EC stating in Article 53 that "The place of supply of services and ancillary services relating to cultural, artistic, sporting, scientific, educational, entertainment or similar activities, such as fairs and exhibitions, including the supply of services of the organisers of such activities, shall be the place where those activities are physically carried out." Conferences organised by us – being scientific events – fall under this article, and, therefore, all registration fees are subject to the VAT rate of the country where the event is being held. For conferences held outside the European Union, all registration fees are subject to the local taxes.
4. A confirmation and an invoice, including bank transfer details will be sent by us by email after receipt of a fully completed registration form. The invoice should be settled within fifteen days of receipt. For any bank transfers made from outside the Netherlands, please be aware of bank service charges. All bank charges for remittances are to be borne by the participant. Failure to pay this fee will result in an incomplete registration.

5. If payment is made shortly before a conference, participants are advised to bring evidence of this payment to a conference in case the payment has not yet been recorded by us. If registration occurs too close to a conference for payment to be made in advance by bank transfer, payment in cash on arrival at the conference may be accepted.
6. We reserve the right to deny access to a conference to participants who have not paid their registration invoice before the start of a conference.
7. We do not provide any funding.
8. The official language of all conferences is English; no translation will be offered.

**Proof of status**

1. To register as a student (bachelor, master or PhD) for a conference, the registration must be accompanied by (i) a proof of studentship and (ii) an abstract for an oral contribution or a poster presentation; otherwise, registration will be denied.
2. Proof of studentship is an official certificate of a full-time enrolment at a university/college/educational establishment.

**Cancellation/refund policy**

1. Refunds, minus EUR 200 administrative charge, will be made for cancellations received up to one month before the start of a conference. Cancellations are only valid if notice is received in writing and sent to us. For cancellations made within one month prior to the start of a conference, no refunds will be paid. However, a participant may designate a substitute delegate.
2. No exceptions will be made to the cancellation/refund policy for participants unable to obtain a travel visa.
3. No exceptions will be made to the cancellation/refund policy for participants due to travel related issues, natural disasters, or other unexpected events.
4. In the eventuality that a conference cannot be held or has to be moved or changed due to (i) any reason(s) beyond its control that prevent or substantially hinder the act of holding the conference and/or (ii) unforeseen political and economic events, acts of God, national emergency, national mourning, strike/demonstration, closure of airports or any other event of 'Force Majeure', participants cannot hold us liable for any damages, costs, or losses incurred,

such as transportation costs, accommodation costs, financial losses, etc. Under these circumstances, we reserve the right to retain the entire registration fee and to use it for a future conference, or to reimburse the registration fee after the deduction of costs already incurred for the organisation of the conference, and which could not be recovered from third parties.

5. It may be necessary for reasons beyond our control to alter the content and timing of the programme or the identity of the speakers of its conferences.

#### **Letter of invitation/visa requirements**

1. Participants requiring an official letter of invitation should contact us. To receive a letter of invitation, participants must be fully registered to a conference, and payment in full must be submitted. Participants must be aware that the letter of invitation has to be requested sufficiently in advance, and that the letters of invitation will not be sent within one month prior to the start of a conference. The letter of invitation does not financially obligate us in any way. All expenses incurred in relation to a conference are the sole responsibility of the participant. Any costs for express mailing of documents must be covered by the participant.
2. It is the sole responsibility of the participant to take care of his/her visa requirements.

#### **Liability**

We are not responsible for any bodily or material damage (including theft) sustained by participants during a conference. Each participant is responsible for his or her own insurance in such events.

#### **Privacy policy**

1. At Bastiaanse Communication, we believe that every individual has the right to control the use of their own personal information, and that your privacy must be respected. We limit the processing of personal information, and only work with other organisations who share the same values. We will not use personal information that you provide to us in a manner inconsistent with the purposes for which you provided it to us.
2. When using the term 'personal data' in this privacy policy, information that relates to you will be used to identify you, either directly or in combination with other information that is held or obtained externally. Your personal data may include, for example, your name, contact details, company name, and your role.
3. We are bound by and use your information in accordance with Regulation (EU) 679/2016 of 27 April 2016 regarding data privacy and data protection concerning the treatment and processing of personal data (General Data Protection Regulation).
4. Personal data can be used to inform registered participants of current and related events organised by us.

5. At all times, you can request a copy of your personal data collected by us by writing a letter to Bastiaanse Communication or sending an email to [info@bastiaanse-communication.com](mailto:info@bastiaanse-communication.com). After your identity has been checked, we will inform you on the state of your personal data within 30 days. If you would like your personal data to be removed, we will remove them as soon as possible, except if it concerns information that needs to be kept in pursuance of the law or an agreement.
6. When visiting our conference websites, no cookies will be sent.
7. Appropriate technical and organisational measures are taken to protect your personal data against unauthorised or unlawful processing and against accidental loss, destruction or damage. In some instances, your personal data will be shared with third parties, in which case that third party is required to have appropriate technical and organisational measures in place to protect your personal data. In some instances, however, we may be compelled by law to disclose your personal data to a third party, such as a government body, and have limited control over how that data are protected by that party.
8. The information that you provide to us will be held in the systems located at our registered office.
9. We may make changes to our privacy policy from time to time, including as part of the GDPR, which came into effect on 25 May 2018.

#### **Applicable law and jurisdiction**

Any litigation stemming from the above General Terms & Conditions will be tried in the competent Court in Utrecht, the Netherlands, where Dutch law is exclusively applicable.

#### **Definitions**

1. 'Bastiaanse Communication', 'we', 'us' and/or 'our' mean: Bastiaanse Communication B.V.
2. 'You' and/or our 'your' mean: the individual participant or organisation on the invoice.