



GENERAL TERMS AND CONDITIONS FOR REGISTRATION

Definitions

K.I.T. Group GmbH (hereinafter "K.I.T. Group") is the Professional Conference Organizer (PCO) of the ISPAD 2023 Conference October 18 – 21, 2023 (hereafter referred to as the "ISPAD 2023" and/or the "Conference"), hosted by the International Society for Pediatric and Adolescent Diabetes (hereinafter "ISPAD"). ISPAD 2023 will be held onsite in Rotterdam, The Netherlands and virtually (hybrid event).

K.I.T. Group is the administrative organizer of the event and provides the Conference Secretariat (staff and technical infrastructure). Core tasks include the operation of the registration services, accommodation and abstract management, sponsorship opportunities, exhibition management and social events. ISPAD is a non-profit, scientific organization.

Both entities are hereinafter referred to each as the "organizer" or jointly as the "organizers". The following General Terms and Conditions ("GTC") apply to all services provided by K.I.T. Group GmbH, with headquarters in Berlin, Germany.

These General Terms and Conditions are valid for each attendee registered for ISPAD 2023. Any registered person is considered an attendee. These General Terms and Conditions are also binding for all group registrations.

ISPAD 2023 Conference Registration

The registration deadlines are as follows:

<i>Early registration</i>	<i>August 16, 2023, 23:59 CET</i>
<i>Standard registration</i>	<i>September 15, 2023, 23:59 CET</i>
<i>Late registration</i>	<i>October 12, 2023, 23:59 CET</i>
<i>Onsite registration</i>	<i>From October 13, 2023</i>

We recommend finalizing **individual** registrations latest by October 12, 2023 via the online form to guarantee a smooth participation at ISPAD 2023.

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the completed online registration as well as 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 and valid membership status or proof of profession/occupation if applicable.



The registration fee for regular attendees (ISPAD members, non-members, students, fellow, trainee, nurse, educator, dietitian, or other healthcare professionals), patient advocates, speakers, and media representative, includes the following access according to the chosen registration format:

	Face-to-Face Delegates	Virtual Delegates
Conference Venue	Full access to the whole scientific program onsite	No access to the scientific program onsite
Digital App	Full access to the whole scientific program online ON DEMAND until mid-January 2024	Full access to the whole scientific program online ON DEMAND until mid-January 2024
ePosters	Access to all ePosters online via the digital App	Access to all ePosters online via the digital App
Poster Sessions	Access to all digital Poster Sessions onsite	No access to the Poster Sessions
Chat with the poster authors	Possible onsite during the Poster Sessions and online via the digital App	Possible online via the digital App
Q&A with the faculty	Possible onsite	Not possible online
Coffee-Breaks	Full access	No access
Lunch-Break	Full access	No access
Welcome Reception	Full access	No access
Exhibition	Full access	No access
Industry Symposia and workshops	Full access	No access
Recognition and Networking Evening	Access upon registration	No access
CME Credits	Access to the maximum number of CME credits	Access to the maximum number of CME credits

The organizers reserve the right to refuse any registration. Any claim for participation in the event is excluded.

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

Reduced Registration Categories

To benefit from the **ISPAD Member Registration Fee**, your membership must be valid for both the time of registration and during the conference. Please make sure to apply for or to renew your membership if necessary. Otherwise, the ISPAD 2023 Registration Department reserves the right to change the registration fee to the higher non-member fee.

To **benefit from the reduced fee**, the ISPAD 2023 Registration Department may request a proof of profession or occupation. You will receive a separate email if needed. The following proofs may be required:

- To be able to register as a **student, fellow or trainee**, you must present proof of full-time enrollment at a recognized university or college for both the time of registration and during the conference.
- To be able to register as a **nurse, educator, dietitian or other healthcare professional** a supporting letter with business letterhead, signature and stamp from your Head of Department is required describing your status for both the time of the registration and for the time of the conference. Alternatively, you can submit a copy of your registration or practicing certificate or an ID from your institution if your profession is stipulated on it.
- To register as a **media representative**, please contact the ISPAD 2023 Registration Department at ispad-registration@kit-group.org to receive a media registration form. 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.



Attendees from '**low-income**', '**lower-middle income**' or '**upper-middle income**' countries (as per [World Bank categories](#)) can also benefit from reduced registration fees, which are automatically generated according to the country of residence entered during the registration process.

Group Registration

Registrations for five or more persons will be handled separately as a group booking. Please visit the ISPAD website for further information or contact the ISPAD 2023 Registration Department at ispad-registration@kit-group.org. There is no discount for group registrations available.

The ISPAD 2023 Registration Department shall not be held responsible for the double booking of an individual attendee or group made by another company or organization.

A payment order will be sent by email to the group manager once the fully completed online registration form has been submitted. Payment for the group registration shall be transferred immediately upon receipt of the payment order, but latest until the next upcoming registration deadline. Credit card payment can be requested for amounts up to 1500 EUR. Amounts that are higher than 1500 EUR must be paid by bank transfer. A final registration invoice shall be issued and sent to the group manager after the conference.

The ISPAD 2023 Registration Department will provide the group manager with information on how to communicate the names of their group members. Individual data of each group member such as first name, last name, individual email address and postal address must be provided. The deadline to submit the information of each group member is always the next upcoming registration deadline.

New group requests will be considered until October 4, 2023, 23:59 CET (names, required data and payment in full must be made until October 9, 2023) to guarantee a smooth procedure. After that date, only individual online registration will be possible. All other regulations mentioned in this general terms and conditions also apply for group registration.

Methods of Payment

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

1. Credit card (Visa, MasterCard, American Express): Attendees will be redirected to a secure online payment platform during the registration process.
2. Bank transfer payment is only possible until October 9, 2023 and should be made in EUR to:

Bank:	Commerzbank AG Kurfürstendamm 237, 10719 Berlin, Germany
Account Holder:	K.I.T. Group GmbH
Account Number:	0514001803
SWIFT Code:	DRESDEFF100
IBAN:	DE93 1008 0000 0514 0018 03
Reference:	Name, Participant Number, ISPAD 2023

Please note that all bank fees and money transfer costs (including charges that may be incurred on the receiving bank end) must be covered by the sender. Cheques will not be accepted.



Letter of Confirmation/Invoice

A registration confirmation/invoice incl. payment receipt will be sent by email once the ISPAD 2023 Registration Department has received the fully completed registration form, the related payment and proof of status if necessary. Attendees must present the confirmation/invoice at the registration counter as proof of their registration and payment.

Visa Requirements

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications. The organizers will not directly contact embassies and consulates on behalf of visa applicants. The registration fee minus a handling fee of 60 EUR will be refunded after the conference if the visa was applied for in time latest twelve weeks before the conference), and an official proof of the embassy confirming that a visa could not be granted, is forwarded to the ISPAD 2023 Registration Department.

Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2023 Registration Department by email no later than 14 days after the conference (November 4, 2023). No refund requests will be processed after this date. Refunds will be credited only to person/entity who/which paid the original registration.

Letter of Invitation

You may need a letter of Invitation to apply for a visa to The Netherlands. The ISPAD 2023 Registration Department will provide the official Letter of Invitation to each attendee if requested during online registration. To receive this Letter of Invitation by email, attendees must first register to the conference and submit payment in full. The Letter of Invitation does not financially obligate the conference organizers in any way. All expenses incurred in relation to the conference are the sole responsibility of the attendee. Please allow sufficient time for the application procedure.

Certificate of Attendance and CME Credits

A Certificate of Attendance and a Continuing Medical Education (CME) Credit Statement will be provided to all attendees after participation in the ISPAD 2023 Conference.

NOTE: virtual attendees will be tracked during their online participation to be able to award CME credits, hence it is important that you allow cookies from your browser. CME credits will be awarded depending on the time spent on the ISPAD 2023 scientific program.

Medical specialists should claim the recognition of the UEMS/EACCME credits at their own CME National Authority.

Conference Material

The Conference sees itself as a sustainable event. Conference materials are largely paper-free and available in digital format only. Use our Online Personal Planner at 2023.ispad.org and make sure to download the conference App on your smartphone or tablet. There is no claim to specific or individual conference material in paper format.



Registration Format Change

From VIRTUAL to FACE-TO-FACE

Should you decide to change your registration from a virtual to a face-to-face participation, please send your request to the ISPAD 2023 Registration Department who will provide an updated payment order. The price difference will be charged accordingly.

From FACE-TO-FACE to VIRTUAL

Should you decide to change your registration from a face-to-face to a virtual participation, please send your request to the ISPAD 2023 Registration Department who will provide an updated payment order. A refund of the price difference (subject to a 60 EUR service charge) will be issued until August 16, 2023. After this deadline, no refund will be issued anymore. The conclusion of a travel cancellation insurance is the responsibility of each attendee independently. The organizers are not liable to an attendee for missing deadlines or other reasons for cancellation or changes for which the attendee is responsible.

Should ISPAD be obliged to change the conference format to a fully VIRTUAL conference for COVID-19 related reasons, all FACE-TO-FACE registrations will be converted to a VIRTUAL registration and the price difference refunded accordingly.

Registration Category Change

A handling fee of 60 EUR will be charged for registration type changes. If there is a change to a lower (reduced) fee, the ISPAD 2023 Registration Department may request a proof of profession or occupation. Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2023 Registration Department by email. Refunds will be credited only to person/entity who/which paid the original registration.

Registration Name Change

A handling fee of 60 EUR will be charged for every name change to an existing conference registration. A new registration form for the substitute attendee should be submitted before October 12, 2023, as well as a proof for the reduced fee if applicable. After this date, name changes will no longer be accepted.

Lost Name Badge

The name badge must be always worn during the conference. Access to the conference facilities will not be granted without a proper name badge. If an attendee loses, misplaces or forgets the name badge, a handling fee of 60 EUR will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.

Registration Cancellation Policy

Notification of cancellation must be made in writing and sent to the ISPAD 2023 Registration Department by email to ispad-registration@kit-group.org. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted. Refunds will be credited only to person/entity who/which paid the original registration.

If the written notification of cancellation is received before August 16, 2023, 50% of the paid registration fee will be refunded. No refunds will be made for cancellations received after this date.

Refund requests will be processed after the conference only. They must be made in writing and sent to the ISPAD 2023 Registration Department by email no later than November 4, 2023. No refund request will be processed after this date.

Credit will not be given for unattended events or early termination of attendance. Further claims of any kind and for any legal reason against the organizers are excluded.



Networking and Recognition Evening

The Networking and Recognition Evening will take place on Friday, October 20, 2023. The number of seats is limited and available on a "first come, first served" basis.

If the written notification of the cancellation is received before August 16, 2023, a full refund for the Networking and Recognition Evening cancellation will be made. No refunds will be made for cancellations received after this date. Refund requests will be processed after the conference only. Credit will not be given for unattended events or early termination of attendance.

Access/Accompanying Person/Children

Only registered attendees will be permitted access to the Conference. To be eligible to register for the conference, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age. Accompanying persons and children will not be granted access to the conference venue including the exhibition area and session rooms.

Access to the Opening Session / Welcome Ceremony will also be granted to registered attendees only.

Seats in the session rooms are limited. Refunds will not be made if all seats are taken. It is the responsibility of the attendee to access the session rooms in good time.

Modification of the Conference Program

The Conference program is published as an indication only and may be subject to modification at any time in terms of time, location, theme, and content (in particular to the program schedule, the appointment and/or selection of speakers, the technical environment, program duration, etc.) The attendee has no claim to the staging of a particular speaker and/or event, to a particular event duration or to the provision of a particular content. Changes to the program do neither constitute a right of withdrawal nor refund claim on the part of the persons registered, provided the character of the event as a specialist event in the specified subject area is not affected by the changes.

Cancellation or Postponement of the ISPAD 2023 Conference

If the ISPAD 2023 Conference cannot be held or is postponed, or if the Organizer is prevented through no fault of its own from fulfilling its obligations in connection with the Conference due to external, unforeseeable events beyond its control ("Force Majeure"), or if circumstances arise, which could not have been foreseen and in the presence of which the Organizer would not have concluded this Contract in such a way and the elimination of which cannot be carried out by economically reasonable means ("Hardship"), the Organizer shall have the right to cancel the Conference immediately after the aforementioned circumstances become known and/or to terminate the Conference without any liability and shall be released from its obligations to the attendees. In these cases, the Organizer cannot be held liable by the attendees for any damages, costs or losses such as transportation costs, accommodation costs, financial losses, lost profits, etc. In these circumstances, the Organizer reserves the right to either retain the entire registration fee and use it for a future or rescheduled Conference or to reimburse the attendee for the costs already incurred for the organization of the Conference that could not be recovered from third parties.

Hygiene and safety regulations, House rules

Attendees are obligated to inform themselves in advance of their participation in the Conference about the currently valid regulations, laws, ordinances and other decrees that apply in connection with the containment of the SARS-CoV-2 (COVID-19) coronavirus containment ("COVID-19 Regulations"), and to comply with them. In addition, attendees are



required to comply with the hygiene and safety measures and/or concept enacted by the Conference organizers.

In view of the dynamic development of the coronavirus, the attendees acknowledge that the Organizer is entitled to adapt the hygiene and safety measures to the current legal situation at any time and that attendees are obligated to inform themselves continuously about any changes, in particular about the hygiene and safety concept of the Conference, in particular via the Conference website: 2023.ispad.org.

If COVID-19 regulations in force at the time of the event stipulate that the persons participating in the event must have been negatively tested for infection with the SARS-CoV-2 coronavirus, vaccinated, or must meet any other requirements in this regard, attendees are required to adhere to these regulations and to the guidelines set forth by the Organizer in this context (e.g. presentation of proof of personal access authorization).

By entering the venue, each attendee accepts the house rules of the Conference venue, which can be viewed at the registration counter. The Attendee is aware that the consumption of food and beverages brought to the Conference is not permitted.

Data Protection, Conference Tool and sharing of contact details

Data Protection

During the registration process and the execution of the Conference the personal data of each attendee is processed. All personal data will be processed in accordance with the applicable national data protection regulations and in particular the General Data Protection Regulation GDPR (Regulation (EU) 2016/679) and the German Federal Data Protection Act (BDSG).

Personal data will not be forwarded to a third party unless in accordance with Art. 6 Sec. 1 lit a-f GDPR: (a) express consent, (b) performance or conclusion of a contract, (c) fulfilment of a legal obligation, (d) protection of vital interests of the data subject or another natural person, (e) public interest or exercise of official authority, (f) legitimate interest of the data controller and balancing of interests.

In the course of participation in the Conference, personal data may be processed by companies based in third countries without adequacy decision by the European Union Commission. The attendee consents to such data processing insofar as it is necessary for his participation and the full use of the Conference services, although the assertion of rights under data protection law and powers of appeal may be limited or made more difficult.

For further details on data processing, your rights as a data subject to information, objection, revocation of consent, blocking and deletion of personal data as well as access to personal data and how to contact the data protection officer, please refer to [privacy policy](#).

Conference Tool

A digital conference App will be implemented and used for the virtual format of ISPAD 2023. Before using the App, you will be informed about your data protection rights. For details on data processing, please refer to the [privacy policy](#).

All attendees who register for the Conference and use the ISPAD 2023 App agree to its Terms & Conditions of use and application. The use of the ISPAD 2023 App becomes part of the contract and is insofar a prerequisite for participation in the Conference.

The Conference Secretariat has entered into a data processing agreement with the service partner of the ISPAD 2023 App and implement the strict provisions of the applicable data processing regulations when using the ISPAD 2023 App.



Connectivity or technical issues

The delegates attending ISPAD 2023 on the ISPAD 2023 App acknowledges that it is their responsibility to ensure a secure and stable internet connection, compatible operating system requirements and that his/her web browser is up to date in order to avoid connectivity or other technical issues when attending the virtual format of ISPAD 2023. K.I.T. Group will use its reasonable best efforts in providing access to the ISPAD 2023 through third party channels. In the event that the attendee encounters connectivity issues due to a weak internet connection, incompatible operating system requirements or inappropriate web browser settings, the attendee acknowledges that K.I.T. Group is not liable. K.I.T. Group will also not be liable in the event of an interruption of connection or connectivity issues due to a case of "Force Majeure" or attributable to a third party's network operators.

Intellectual Property Rights

All content (trademarks, brands, copyrights, etc.) displayed at and/or during the Conference remain the property of their respective owners and are used for identification purposes only. The content and compilations published on the event website and/or related websites are subject to the applicable copyright laws. The reproduction, editing, distribution, sharing and/or any kind of exploitation outside the limits of the applicable copyright laws require the written consent of the respective author and/or creator.

Downloads and copies of information, documents, files, presentations, and other content shared are only permitted if explicitly marked and solely for private use. The commercial use of content is prohibited without the consent of the author/creator. Insofar as the content on the event platform website has not been created by the organizer, the copyrights of third parties will be observed. Contributions of third parties are marked as such on the event platform website. Should a copyright infringement nevertheless occur, the Organizer requires a corresponding notice. The relevant content will then be removed immediately.

Indemnification for copyright infringement

The attendee confirms that any Conference-related use or exploitation of works and/or materials employed or used by him/her in connection with an activity or on the occasion of participation in such an activity (i.e., lecture, presentation, moderation and/or other contributions, etc.) is done lawfully and in particular in compliance with all applicable copyright protection regulations and in recognition of all rights of third parties.

The attendee further confirms that the above assurance also extends to the documentation of the event and public reporting by means such as photography, filming and recording as described above. The attendee/presenter shall indemnify and hold harmless the Organizer and/or the hosting party from any claims, liability, loss or expense (including attorneys' fees as legally permissible) arising out of any breach of the foregoing representations.

The Conference website and its use

Unless otherwise expressly stated or evident from the circumstances, all content displayed on the Conference website is the property of K.I.T. Group. Each attendee with completed and confirmed registration is entitled to view any part of the Conference website and to copy or download content, provided it is used exclusively for personal or non-commercial use and third-party rights are not opposed. Any other reproduction of the contents of the Conference website requires in any case the permission of the Organizer.

Viruses or other technical malfunctions; blocking of access; disclaimer of warranty

All reasonable efforts will be made to ensure that downloadable content is free of viruses. The Organizer cannot accept liability for any damages resulting from viruses affecting third



party computer systems that originate from this website and/or any digital event platform. The Organizer cannot guarantee trouble-free use of the Conference website and/or any digital event platform. Any claims for damages in this regard are excluded.

Access to the Conference website, the associated digital offers and/or any digital event platform can be blocked temporarily or permanently if there are concrete indications that the attendee is violating or has violated these GTC and/or applicable law or if the Organizer has another justified, substantial interest in blocking access. When deciding on a blocking, the legitimate interests of the Attendee will be taken into account appropriately.

The Organizer does not guarantee the adequacy, accuracy and/or completeness of information published in connection with the Conference. Furthermore, the Organizer does not guarantee uninterrupted and/or error-free access to the Conference websites. The Organizer shall endeavour to remedy such interruptions as quickly as possible using economically reasonable means. In all other respects, the regulations from the area of connectivity or technical issues apply.

Film, photo, and video recordings

The attendee understands that the Organizer will create image, film and audio recordings related during the Conference for educational purpose. This material can be shared and published within public reporting or used in social networks (Facebook, Twitter, LinkedIn, Instagram) about the event without entitlement to remuneration. The attendee explicitly gives her/his consent to the use of her/his images, voices and other content captured at the event for publications and communications relating to the event according to the effective law. In this respect, the attendee waives any remuneration and will not assert any claims for remuneration whatsoever. The Attendee can withdraw her/his consent at any time by contacting K.I.T. Group via email to ispad-registration@kit-group.org.

Limitation of liability

The Organizer is liable for intent and gross negligence.

The Organizer shall be liable for wilful misconduct or gross negligence. For simple negligence the Organizer shall be liable only in case of violation of an obligation the compliance with which is as essential prerequisite for orderly performance of this Agreement and on the due performance of which the counterpart can reasonably rely (so-called „key obligations“).

Apart therefrom, the Organizer does not assume any liability for losses of any kind, irrespective of the legal basis therefor which shall also include also any pre-contractual liability.

If the Organizer shall be liable for simple negligence as mentioned above, the liability shall be limited to losses the occurrence of which it could have reasonable foreseen based on the situation known upon registration completion.

The above mentioned exclusions of liability do not apply in case of damage of life, body and health. The liability pursuant to the product liability law remains unaffected.

The above disclaimers apply also to the benefit of employees, agents and other third parties the Organizer has retained for the execution of the registration agreement.

Place of performance and jurisdiction

Place of performance and jurisdiction is - as far as legally permissible - Berlin.

The law of the Federal Republic of Germany shall apply to the exclusion of the UN Convention on Contracts for the International Sale of Goods.



Requirement of written form

Oral agreements have not been made. Changes and/or additions to these terms and conditions must be made in writing to be effective. This also applies to the waiver of the requirement of the written form.

Severability clause

Should individually provisions of these General Terms and Conditions be and/or become invalid and/or impracticable, the remaining provisions shall not be affected thereby. Rather, the parties undertake to replace the ineffective and/or impracticable provisions with legally valid and/or practicable provisions which correspond to the ineffective and/or impracticable ones in economic terms. This also applies to any loopholes.

Right of modification

The Organizer may make changes and/or additions to these General Terms and Conditions at any time. The attendees will be informed of such revisions from time to time. If the changes and/or amendments concern essential parts of the registration agreement and if the rights of the attendees are substantially changed as a result, each attendee with an existing and paid registration will be informed separately with the possibility of consent.

As of April 28, 2023

K.I.T. Group GmbH
Association & Conference Management
Kurfürstendamm 71
10709 Berlin, Germany
ispad-registration@kit-group.org
www.kit-group.org