

**All information provided to EAACI for event registration will be treated confidentially by the EAACI association and its employees. Data shall be delivered to assigned service providers as deemed necessary for the successful performance of the event. EAACI will only disclose or share information with third parties if it is necessary for the fulfilment of the purpose(s) identified above.**

**EAACI may collect and process the contact details of the attendees for its own event marketing purposes by sending information via e-mail/newsletter/post about the host society, follow-up events and/or related news. Attendees have the right to unsubscribe at any time by clicking on the link “unsubscribe” located in the footer of each email.**

1. Cancellations must be received in writing (post, e-mail or fax) by EAACI HQ at least one month before the start of the event. The registration fee will be refunded less EUR 50 administration fee. Registrants who do not cancel in writing one month before the start of the event and do not attend the event will be responsible for the full registration fee. A grace period of 14 days after the registration day is applicable for participants who have to withdraw their attendance. Kindly note that there are different cancellation deadlines for EAACI Allergy Schools.
2. If you are not able to attend the event and are substituted by a colleague, an administrative fee of EUR 20 will be charged.
3. Depending on the participant's citizenship, it may be necessary to obtain a visa to travel to the event. It is the sole responsibility of the participant to enquire about their visa requirements with diplomatic and consular representations and to collect the necessary documents in due time for the visa. EAACI can issue a standard visa invitation letter upon request after payment of the registration fee.
4. If an event is cancelled, EAACI will refund the registration fee but is not responsible for any airfare, hotel or other costs incurred by registrants.
5. Attendees can pay their participation fee **ONLY** by credit card online payment up to a cut-off date (2 days before the event - if the registration has not been closed earlier due to the fact that the event is fully booked). After the cut-off date, attendees are kindly requested to register and pay on-site.

ONLY credit cards payments (VISA and MasterCard) will be accepted. Kindly note that there are different payment deadlines for EAACI Allergy Schools.

6. Credit card online payment will be made with SSL encryption through "Ingenico ePayments". Such encryption prevents collection and/or manipulation of the credit card data in the interests of the customer's security. However, EAACI disclaims liability for any and all losses and all other damage arising in connection with or through the input, transmission, processing of customer data, order information or any other information provided to EAACI or by EAACI either directly or through "Ingenico ePayments". This exclusion does not apply in the event of intention or gross negligence.
7. All payments must be made in EUR (Euros). Any currency conversion costs or other charges incurred in making the payment or in processing a refund shall have to be borne by the person or the company which has paid the fee.
8. On payment of fees by a person or organisation other than the participant, the participant's name needs to be clearly indicated.
9. EAACI reserves the right to alter the venue or programme, if necessary.
10. EAACI does not accept liability for the correctness and completeness of conference material.

11. EAACI does not assume any responsibility whatsoever for any damage or injury to persons or property during the event.
12. It is the sole responsibility of the participant to get insurance coverage for the purposes of participating in the event.
13. Swiss Law applies, and any disputes shall be subject to the exclusive jurisdiction of the Swiss courts.
14. Granting of rights for photography, film and audio material for event documentation and public reporting. The participant hereby declares their consent to the creation of image, film and audio recordings related to the EAACI Event and that this material can be shared and published within public reporting or used in social networks (Facebook, Twitter, Instagram, Twitter, etc.) about the event without entitlement to remuneration. The image, film and audio recordings will also be added to the EAACI Media Library (hosted by a third-party supplier). The participant explicitly gives their consent to the use of their images captured at the event for publications and communications relating to the event.
15. Complaint Procedure: Should you need to make a complaint, you can write directly to [events@eaaci.org](mailto:events@eaaci.org). EAACI will respond to complaints within a period of four weeks. Complaints will be treated confidentially and saved in our records for internal use only. In case EAACI will not answer fully to the complaint or there are complaints about EAACI and the event itself, an independent external body can be contacted too: [info@rebo.ch](mailto:info@rebo.ch) REBO Treuhand Rechtsberatung & Organisation (Swiss Certified Fiduciary). REBOs verdict is binding for EAACI; EAACI is to take any measures required and to do so promptly. Complaints and their handling are recorded; these records are kept for a set of at least 5 years.