

General Terms and Conditions for Individual Registrations

1 Application of these General Terms and Conditions

These "General Terms and Conditions" apply when you register for the onsite European Annual Congress of Rheumatology 2024, to take place from 12 - 15 June 2024 (hereinafter "**Congress**"). The Congress is organised by European Alliance of Associations for Rheumatology EULAR, Seestrasse 240, 8802 Kilchberg, Switzerland, Telephone: +41 44 716 30 30, email: congress@eular.org (hereinafter "**EULAR**").

2 Congress

2.1 The Congress

The aim of the Congress is to provide a forum of the highest standard for scientific (both clinical and basic), educational and social exchange between professionals involved in rheumatology, liaising with patient organisations, in order to achieve progress in the clinical care of people with rheumatic diseases.

The events of the Congress and the benefits for the participants are set out in more details on the Congress Website <https://www.congress.eular.org> (hereinafter "**Congress Website**").

2.2 Programme of the Congress and Modification

The programme of the Congress will be published on the Congress Website.

EULAR reserves the right to modify the programme. No refunds will be granted in case of modification, cancellation of speakers or any other incident during the Congress.

2.3 Access to the Content of the Congress

Depending on the category you are registered in, you will have a more or less extended access to the content of the Congress.

2.4 Language

Unless otherwise specified, all lectures, basic science and clinical symposia, abstract sessions, presentations and discussions, workshops and special interest group sessions are in English.

3 Congress Participants

3.1 In General

You can register for the Congress, if you are at least 18 years old when attending the Congress.

EULAR mandates Congrex Switzerland Ltd, Reinacherstrasse 131, CH-4053 Basel, Switzerland as its contractor to handle the Congress registrations; telephone: +41 61 686 77 77, email: congress.reg@eular.org.

3.2 Participant Categories to the Congress

During registration process, you will be asked to what category of participant you belong to. The categories are described on the Congress Website.

You must register within the correct category. EULAR may, at any time, request from you that you provide EULAR with the necessary evidence to show that your registration is correct.

3.3 Congress Account

EULAR will grant you with a personal congress account available via <https://account-congress.eular.org/> (hereinafter "**Congress Account**").

To open your Congress Account, you will be asked to enter your email-address, which will be your username and a password. You must keep your password confidential and secure. You may not allow any third party to use your Congress Account.

EULAR may disable your Congress Account if EULAR is of the view that your Congress Account is misused.

3.4 Letter of Invitation and Visa Requirements

If you require an official letter of invitation from EULAR, you can request it through your Congress Account following payment of your registration. With the letter of invitation, EULAR does not enter into any financial obligation and will not cover any of your expenses.

It is in your sole responsibility to take care of the visa requirements.

4 Registration Fees

4.1 In General

The registration fees are published on the Congress Website. If you are representing a company and want to register a group of people, you need to access the group portal. All group registrations must be ordered with a VAT number (Business to Business).

4.2 Handling Fee

All invoiced registrations are subject to a handling fee of 3.5%.

4.3 Costs by Bank Transfer

All costs incurred by you or EULAR linked to the bank transfer, including banking fees, must be paid by the Client.

4.4 Fee for lost badge

If you have lost or forgotten your badge or if you are not in possession of your badge during the Congress for any reason, you will receive a new badge after your identity could be verified with an official document and after paying a fee of EUR 80.

5 Registration and Withdrawal

5.1 Online Registration and Admission Confirmation

You can register for the Congress until 15 June 2024, 11:59 CEST via your Congress Account.

The number of participants might be limited and, if the maximum is reached, EULAR may refuse additional registrations.

During the registration process, you will be asked to pay a registration fee with your credit card. Your payment will be processed through the secured gateway Saferpay to which EULAR has no access. When paying via Saferpay, your payment data will be processed by Worldline Switzerland AG, Hardturmstrasse 201, 8021 Zurich, Switzerland as part of the payment process. Further information on data protection can be found on their website at www.six-payment-services.com.

Upon receipt of the payment, EULAR will inform you of your admission by sending you a confirmation email. The agreement on the attendance of the Congress is concluded upon receipt of that email.

5.2 Onsite Registration

You may register in Vienna during the Congress. EULAR does not warrant that the congress benefits, for example conference materials, will be available for onsite registration.

5.3 Right of Withdrawal

You have the right to cancel your registration without giving any reason within 14 days from the conclusion of the agreement, i.e. from the receipt of our confirmation email. You lose your right of withdrawal, if you attend the Congress before the expiry of your right of withdrawal.

To exercise your right of withdrawal, you must inform EULAR thereof by sending an email or a letter to EULAR (EULAR c/o Congrex Switzerland Ltd, Reinacherstrasse 131, CH-4053 Basel, Switzerland email: Congress.reg@eular.org).

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right to withdraw before the 14 days period has expired.

If you withdraw your registration, EULAR will reimburse to you all payment received from you in this connection. EULAR will make the reimbursement without undue delay and not later than 14 days after EULAR was informed about your decision to withdraw your registration. The reimbursement will occur by the same means of payment as was used to pay the fee.

5.4 Cancellation of Registration

After the withdrawal period and until 30 April 2024 23:59 CEST, you may cancel your registration to the Congress at will and pay a cancellation fee of 25% of the registration fee, meaning that EULAR will refund you 75% of the registration fee paid.

Cancellation requests must be sent by email to congress.reg@eular.org.

6 Disclaimer of Warranty and Liability

6.1 No Warranty for Information and availability

EULAR does not warrant the completeness, accuracy and actuality of the information conveyed during the Congress, in particular the medical information.

EULAR does not warrant any availability, in particular not the availability of the electronic platform for the on-demand content or the EULAR app or any information thereon, nor that the transmission or content will be error free.

The Congress does not contain any therapeutic recommendations and cannot replace the independent and complete analysis, evaluation, diagnosis, risk assessment, treatment or other medical activities by a medical specialist.

6.2 Exclusion of Liability

To the fullest extent permitted by applicable law, EULAR excludes any liability for any damages, loss, injury, or liability whatsoever suffered out of or in connection with the Congress and the agreement, you enter into with EULAR.

7 Cancellation of the Congress

In the event of total or partial cancellation of the Congress, for any reason whatsoever, including, but not limited to, due to fire, war, strike, natural disaster (either threatened or actual), communicable disease, governmental regulations or any cause, which would prevent or impair the attendance of participants or the scheduled opening or continuance of the Congress, the contractual relationship between EULAR and you will be terminated immediately. If EULAR cancels the Congress prior to 30 April 2024 23:59 CEST, EULAR will refund you according to the cancellation terms (section 5.4 above). EULAR will not have to provide any other refund and shall not have to refund any registration fee already paid.

8 Feedback and Complaints

EULAR aims to provide the highest quality of services to you and values your feedback (positive and negative) and your comments. You can address your feedback and comments to congress@eular.org.

EULAR usually addresses complaints within one working week after receipt. If EULAR needs more time to evaluate your complaint, it will inform you of the reasons for the delay within one week.

9 Copyrights

EULAR and/or the speakers do not assign, transfer or license to you any copyright in connection with the Congress.

10 Data privacy

By registering, you agree that EULAR processes your personal data that you have provided during registration process for the purpose of granting access to, organising, advertising, performing and analysing the Congress. EULAR will, for example create participant lists and email distribution lists, which are available to EULAR and its subcontractors. You will also receive information about EULAR congresses.

If you visit industry symposia or exhibitions provided third parties, such as pharmaceutical company, you agree that you will share your data with such third parties. You also agree to share your data with third parties if you use networking or communication tools. On the Congress Website, you will be informed thereof.

You further consent that your data are shared with and processed by BMJ Publishing Group Limited, London, UK, for the purpose of distributing the ARD journal and for marketing purposes.

EULAR has entered into a subcontracting agreement for the organisation of the Congress. Besides the usual subcontracting agreements with IT- or other providers necessary to the organisation of the Congress, the main subcontractors are:

- Congrex Switzerland Ltd, Basel, Switzerland
- JMarquardt Technologies GmbH, Krailing, Germany
- Worldline Switzerland AG, Zurich, Switzerland

For further information on EULAR's data processing activities, kindly refer to EULAR's Data Protection Policy available on EULAR's website, currently under <https://www.eular.org/eular-data-protection-policy>

11 Applicable law and place of jurisdiction

The substantive laws of Switzerland are applicable, with the exclusion of the conflict of law rules. The exclusive place of jurisdiction is at the seat of EULAR, currently Kilchberg, Switzerland.

November 2023