

## WindEurope Conference & Exhibition 2019

### Terms & Conditions

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These terms and conditions apply to the registration to the event organised by WindEurope asbl/vzw – WindEurope Conference & Exhibition 2019 (also called WindEurope 2019 hereafter). The registration service will be performed on our behalf by D2i Systems.

By registering yourself or on another's behalf to attend WindEurope 2019, you are agreeing to the following terms and conditions, please read these carefully:

You can register to the event online: <https://windeurope.org/confex2019/registration>

We cannot take responsibility if bookings made by other methods do not reach us. When you book online you will automatically receive your registration confirmation by e-mail once you have completed and paid your registration. Please bring this confirmation along with you to the event (or have it available on your phone). You will receive your badge at the Registration area onsite.

If you do not receive the confirmation e-mail in your inbox, please check your spam folder. If you still do not see the confirmation e-mail, please contact the WindEurope 2019 Registration Secretariat c/o D2i Systems at [registration.windeurope@d2isystems.com](mailto:registration.windeurope@d2isystems.com)

If you cannot register online, please call the helpdesk for assistance: +44 151 649 5159

We accept and process registrations on the basis that you have followed all the internal procurement procedures of your organisation and you will be charged accordingly. By registering, you are also confirming that the information you submit is accurate and complete.

Registrations are made at your own risk and we cannot take responsibility for registrations booked in error. This responsibility lies with your organisation or you if you are booking as a private individual. Furthermore, WindEurope and D2i Systems will not refund the registration fee or any other costs should you register in error and fail to cancel with adequate cancellation notice.

## Minimum age

Registration and/or admittance to WindEurope 2019 shall be limited solely to participants who are 18 years of age or older, due to current health and safety regulations and legislation in effect. Any registration by anyone who is under 18 is unauthorized and in violation of these Terms and Conditions and will automatically result in the forfeit of their registration. You hereby accept that identification is to be provided upon request. By registering to the event you represent and warrant that you are 18 years of age or older, and that you agree to and to abide by all of the Terms and Conditions.

## Badge

The name badge may be picked up onsite in the registration area with the use of a confirmation code that is mailed to you.

The registration desk will be located in the main entrance area of the Bilbao Exhibition Centre, Azkue Kalea, 1, 48902 Barakaldo, Bizkaia, Spain and available during the following hours:

- Monday, 1 April, 12:00-18:00 (only exhibitors)
- Tuesday, 2 April, 08.00 – 18.00
- Wednesday, 3 April 08.00 – 18.00
- Thursday, 4 April 08.00 – 15.00

For organisational and security reasons, the name badge must be worn at all times during the event. Access to the different areas will not be granted without a proper name badge (blank badges are not permitted). Registrants may not share a pass between multiple registrants.

## Name change

Name change is permitted at any time and at no cost. The substitute must work for the same company as the original registrant, must be in the same registration category (or additional fees may apply) and invoicing information must stay the same. Name changes must be notified in writing to the [Registration Secretariat](#) along with full contact details of the substitute. Once a badge has been issued onsite, a name change is no longer allowed.

## Lost/forgotten badge

In case of a lost or forgotten badge, please come to the registration desk. A replacement badge will only be provided after verification of identification (ID card, passport, driving license or any other recognised identification paper).

## Categories with reduced registration fees

### Academic/Non-profit/NGO

Available to those with a current full-time position at an educational institution, a non-profit organisation or a non-governmental organisation. An official letter from the institution/organisation confirming the full-time employment status must be provided. This document should be uploaded during the registration process. Without this document, WindEurope and D2i Systems reserve the right to proceed with regular registration and to charge the corresponding registration fee.

### Student

Student (PhD student included) registration requires proof of status, i.e. either a copy of a valid 2018-2019 student ID card or an official letter from the educational institution, confirming that the registrant is a full-time student at the time of the event. This document should be uploaded during the registration process. Without this document, WindEurope and D2i Systems reserve the right to proceed with regular registration and to charge the corresponding registration fee.

### Speaker/Poster presenter:

Available only to speakers/poster presenters who take part in the conference programme. If you register with the reduced price and later cancel your presentation, WindEurope and D2i Systems reserves the right to charge the full amount for your registration. Speakers and poster presenters will be contacted directly by the Conference Secretariat with instructions on how to register. For more information, please contact: [conference@windeurope.org](mailto:conference@windeurope.org)

## Onsite Registration

Please be aware that onsite registration rates will be higher than the online rates, please refer to the available rate grid on <https://windeurope.org/confex2019/> for more details.

## Discount code

Any discount code must be applied at the time of registration and may not be applied retroactively once the registration has been completed. The discount code will be valid only if the registration and payment terms have been met. If the invoice is not paid on time, the discount arrangements lapse automatically.

Discount codes may not be combined, are not transferable and are not available onsite.

## Payment methods

### Credit card (recommended method)

- Accepted credit cards: Visa and MasterCard.
- The online registration system uses secure encryption to protect your card and personal details.

### Bank transfer

- Payment is due within 5 working days following submission of the registration. You will receive an invoice via the confirmation e-mail upon completion of your registration.
- The name badge will not be given unless registration fees have been paid.
- Payment should be made, in EUR only, to the following bank account:

Bank: Barclays Bank Plc

Currency: Euro

Sort Code: 20-50-36

Account Number: 62168244

IBAN: GB20BARC20503662168244

SWIFTBIC: BARCGB22

Please indicate the participant's name and "WindEurope 2019" on ALL payments. All costs are to be borne by the ordering customer.

- Payment by personal cheques are not accepted.
- Credit card: Please note that the merchant name that would appear on your credit card statement would be "D2i Systems".

**Note: The bank transfer option will no longer be available after 13/03/2019. Only credit card payments will be accepted after that date.**

## Cancellation/refund policy

There will be NO refund for cancellations of:

- Exhibition Visitor passes
- Exhibition Staff passes
- Gala Event tickets
- Conference Session Tickets

Cancellations must be notified by e-mail to the [Registration Secretariat](#) and will be subject to the following conditions:

- Cancellation received on or before 01/03/2019: refund of fee minus a cancellation fee of 75 EUR.
- Cancellation received after 01/03/2019 or no-shows: no refund possible and registration fees may not be transferred to a different WindEurope event.

Any applicable refund will be processed after the event.

Any refund to credit card payments may only be credited back to the original credit card and cannot be refunded to a different card or bank account

## VAT

Registration to WindEurope events falls into the exception foreseen at the article 52 of the EU VAT directive 2006/112/CE.

The VAT rate of the country where the event takes place applies when paying a registration. Even if your organisation is VAT registered, WindEurope has to apply local VAT and pay this VAT to the Spanish authorities. A local reverse charge mechanism is applicable to Spanish VAT-liable customers that are established in Spain (Article 194 of EU VAT directive 2006/112/CE).

The VAT number used for this event will be ES N00216921

## Invoice

If you pay by credit card, you will access your legal tax invoice via the confirmation e-mail you will automatically receive upon completion of your registration.

If you pay by bank transfer, you will receive an invoice via the confirmation e-mail upon completion of your registration. Payment is due within 5 working days after submitting your

registration. Once your payment has been received, you will be sent a notification by e-mail including your registration confirmation for badge pick-up.

Note: The invoice will be issued using the invoice details you will provide on the registration form. Please make sure you provide us with the correct information. An administrative fee may apply if an invoice has to be re-issued due to changes in the invoicing information.

### Visa invitation letter

An invitation letter will only be provided to registrants who have registered and paid the required registration fees. Registrants who need an official invitation letter in order to obtain a visa should ask this immediately during the registration process or send their request to the [Registration Secretariat](#) with the following information: registration number, first name, last name, birth date, country of origin, passport number, passport issue date and passport expiry date.

Please note that neither WindEurope nor D2i Systems will be able to contact or intervene with any Embassy or Consulate office on behalf of a registrant. The invitation letter does not financially or legally obligate WindEurope or D2i Systems in any way. All expenses incurred in relation to the event and to obtaining a visa are the sole responsibility of the registrant. WindEurope and D2i Systems do not accept any responsibility for travel, accommodation and/or other costs incurred due to the rejection of a registrant's visa application.

The invitation letter is sent by e-mail. If the visa invitation letter needs to be originally signed and stamped by WindEurope, please note that it will be sent by via standard post. In case an express delivery is needed, the registrant shall arrange pick-up of the document on his/her own and will be responsible for all associated costs. WindEurope does not assume any costs for express delivery.

Should the visa application be denied or not approved in time to attend the event, WindEurope and D2i Systems will refund the full registration fee if and only the registrant provides the Registration Secretariat c/o D2i Systems with an official document from the concerned Embassy/Consulate rejecting the visa and that the application was submitted in due time. Please note that a notification sent to WindEurope or D2i Systems after the event will not be accepted.

## Photographs and videos

WindEurope reserves the right to photograph and videotape the conference and social events in Bilbao and all its attendees and to use these photographs and videos in any internal and external communication related to WindEurope including, but not limited to, its websites and mobile applications, social media pages, event daily newspapers, conference programme, newsletters, publications and annual reports.

By registering for the event, the registrant explicitly agrees to the use of his/her image in any WindEurope publicity material without any compensation in perpetuity. Any personal data will be solely used in accordance with current EU and Belgian data protection legislation and will not be disclosed to a third party without the Registrant's prior written consent.

## Data protection

By registering for this event, you (the registrant) agree that your personal data will be processed by WindEurope (80 Rue d'Arlon, 1040 Brussels, Belgium) and D2i Systems Limited (41-43 Basement, Hamilton Square, Birkenhead, Merseyside CH41 5BP, United Kingdom) for registration and handling purposes, as well as to send you information in connection with all WindEurope events. Any personal data will be solely used in accordance with current EU and Belgian data protection legislation and will not be disclosed to a third party without the registrant's written consent. If you do not submit the data indicated as "required", we cannot complete your registration. Please refer to WindEurope Data Protection Policy that can be consulted at: <https://windeurope.org/privacy-policy/>

## Disclaimer

WindEurope may not be held responsible for any loss, injury or damage to any property, whatever the cause may be in relation to this event. Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected.

WindEurope reserves the right to amend, postpone or withdraw the event for any reason should any circumstances arise that are outside WindEurope's control (i.e. *force majeure* including, but not limited to, fire, flood, strikes, labour disputes, war, blockades, riots, acts and/or threats of terrorism and the unavailability of means of transport). WindEurope will endeavour to amend or postpone the event but shall not be held responsible for any costs, damages or expenses incurred by registrants.

There may be circumstances that affect you that are beyond WindEurope's control such as *force majeure* (please see above). In these instances, the decision and responsibility to attend

or not rests solely with you and we are unable to refund registration fees for events that take place despite the circumstances.

In cases falling outside of *force majeure*, WindEurope will try to provide adequate notice should WindEurope have to cancel or amend an event but reserves the right to amend or cancel an event at any time without liability for any travel, registration or accommodation or other costs.

Any travel/accommodation costs incurred are entirely the registrants' responsibility. WindEurope does not accept any liability for reimbursement of travel costs unless otherwise stated.

All issues, questions and disputes concerning the validity, interpretation, enforcement, performance or termination of this Collaboration Agreement shall be exclusively governed and construed in accordance with Belgian law. All disputes shall be submitted to the exclusive jurisdiction of the Dutch speaking courts of Brussels, without prejudice to WindEurope's right to initiate proceedings under the laws and before the courts of the registrant's registered office in the event that any sums are due by the registrant to WindEurope.