

## REGISTRATION TERMS AND CONDITIONS

### REDUCED REGISTRATION FEES - CONDITIONS

**Member:** Member registration fees are reserved exclusively for participants from companies that pay a DIRECT membership fee to WindEurope.

**Academic/NGO/Non-Profit/Government:** In order to register under this category, you will be required to provide documentation of your institution/organisation's status and of your full-time employment with that institution/organisation. This document must be uploaded during the registration process. If no document is being uploaded, the registration process cannot be completed.

**Student:** In order to qualify for this registration type, you will be required to provide documentation proving your full-time student status at the time of the event. A copy of a valid 2016-2017 student ID card or an official letter (in English) from your educational institution must be uploaded during the registration process. If no document is being uploaded, the registration process cannot be completed.

**Oral presenter/Poster presenter:** If you register with the reduced price and later cancel your presentation, WindEurope reserves the right to proceed with regular registration and to charge the corresponding registration fee.

If participants are found to be ineligible for the registration fees under which they have registered, WindEurope reserves the right to audit and adjust the registration fees applied.

### 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. Discount codes may not be combined and are not available onsite.

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.

### PAYMENT METHODS

#### 1. Credit card (recommended method)

- Accepted credit cards: Visa, MasterCard and American Express.
- For payment with American Express, an administrative fee of 7.50 EUR (VAT included) will be applied.
- The online system uses secure encryption to protect your card and personal details.

#### 2. Bank transfer

- **NOTE: THE BANK TRANSFER OPTION WILL NOT BE AVAILABLE ANYMORE AFTER 15 FEBRUARY 2017. AFTER THAT DATE, ONLY CREDIT CARD PAYMENTS WILL BE ACCEPTED.**
- For payment by bank transfer, an administrative fee of 7.50 EUR (VAT included) will be applied.
- Payment is due within 7 days following submission of the registration. You will access a proforma invoice via the confirmation e-mail you will automatically receive upon completion of your registration. Once your payment has been received, you will be sent a notification by e-mail including your legal tax invoice.
- If a bank transfer is done shortly before the event starts, a copy of the transfer will be required in the event that registration fees were not credited to the event account on time. Purchase orders will not be accepted as proof of payment.
- If full payment is not received before the event, WindEurope will require onsite payment (by credit card only) to enter the event. 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:
  - Account holder: WindEurope | Rue d'Arlon 80 | 1040 Brussels | Belgium
  - Account No.: 363-0420903-60 | IBAN: BE73 3630 4209 0360 | BIC/SWIFT: BBRUBEBB
  - Bank: ING Belgium | Avenue Marnix 24 | 1000 Brussels | Belgium
  - Purpose of payment reference: Last name - Registration number.
  - Any bank charges incurred are to be paid by the participant, in addition to the registration fees.

## REGISTRATION CONFIRMATION

You will automatically receive your registration confirmation by e-mail once you have completed your registration.

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 Registration Secretariat](#).

## NAME BADGE

Name badge may be picked up onsite at the registration desk and will NOT be mailed in advance. Pick up your badge at the venue from 08:00 on Thursday 16 March 2017.

## CANCELLATION AND REFUND POLICY

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

- **Cancellations received on or before 23 February 2017:** refund of fee minus a cancellation fee of 75 EUR (VAT included).
- **Cancellations received after 23 February 2017 or no-shows:** no refunds possible and registration fees may not be transferred to a different WindEurope event.

There will be NO refunds made to participants not attending coffee breaks, luncheons or evening functions included in their registration fees.

Any applicable refunds will be processed after the event. Any refunds to credit card payments may only be credited back to the original credit card and cannot be refunded to a different card.

In case of overpayment or double payment, refund requests including valid proof of the overpayment or double payment must be made in writing and sent to the [WindEurope Registration Secretariat](#) no later than one month after the closure of the event.

## NAME CHANGE

Name change is permitted at any time and at no cost. Substitute must work for the same company as the original participant, must be in the same registration category (or additional fees may apply) and invoicing information must stay the same. Name change must be notified in writing to the [WindEurope Registration Secretariat](#) along with full contact details of the substitute.

Once a badge has been issued onsite, name change is no longer allowed. Sharing of passes is not permitted.

## 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 access your proforma invoice via the confirmation e-mail you will automatically receive upon completion of your registration. Payment is due within 7 days after submitting your registration. Once your payment has been received, you will be sent a notification by e-mail including your legal tax invoice.

Please note that we are issuing a pro forma invoice that should be considered as an invitation to pay to comply with the invoicing rules implemented by Belgian legislation. Basically, according to the EU Directive 2006/112/EC, a legal tax invoice must be issued only once the service has been supplied or if a payment has been made upfront. This is the reason why Belgian Authorities highly recommend not to issue a legal tax invoice in advance. Moreover the Belgian law stipulates that a legal tax invoice can only be issued upon occurrence of the tax point (i.e. transaction date or payment date, whatever comes first – in case of continuous services this would be the settlement period or the payment date, whatever comes first). The legal tax invoice will be issued once we have received the payment.

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.

## VAT

Registration to WindEurope events falls into the exception foreseen at the article 52 of the EU VAT directive 2006/112/CE: *'The place of supply of the workshop services shall be the place where the services are physically carried out.*

In other terms, 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 UK Authorities.

The WindEurope VAT number for this event is: GB223553429

## VISA INVITATION LETTER

An invitation letter will only be provided to participants who have registered and paid the required registration fees. Participants who need an official invitation letter in order to obtain a visa should send their request to the [WindEurope 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 WindEurope will not be able to contact or intervene with any Embassy or Consulate office on behalf of a participant. The invitation letter does not financially obligate WindEurope in any way. All expenses incurred in relation to the event and to obtaining a visa are the sole responsibility of the participant. WindEurope does not accept any responsibility for travel, accommodation and/or other costs incurred due to the rejection of a participant's visa application.

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 participant 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.

WindEurope will grant visa invitation letters up to four (4) weeks prior to the event date. Within four (4) weeks to the event date visa invitation letters cannot be guaranteed.

Should the VISA application be denied or not approved in time to attend the event, WindEurope will refund the full registration fee if and only the participant provides the [WindEurope Registration Secretariat](#) 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 after the event will not be accepted.

## PHOTOGRAPHS AND VIDEOS

WindEurope reserves the right to photograph and videotape all WindEurope events and participants and to use these photographs and videos in any internal and external communication related to WindEurope events, including, but not limited to, its websites and mobile application, social media pages, WindEurope Daily newspapers, WindEurope Programme, newsletters, exhibition publications, and its annual reports. Participants hereby consent to such uses.

## DATE PROTECTION

By registering for this event, you (the participant) agree that your personal data will be processed by WindEurope (WindEurope asbl/vzw, 80 Rue d'Arlon, 1040 Brussels, Belgium) for registration and handling purposes, as well as to send you information in connection with WindEurope events. If you do not submit the data indicated as 'required', we cannot complete your registration. WindEurope's selected partners may also use your contact details for direct marketing purposes, provided that you opt to receive such information when completing the registration form. You further agree that your personal data may be transferred to countries outside the European Economic Area, such as the US. You have the right, upon request and gratuitously, to object to the processing of your personal data for direct marketing purposes. You also have the right to access and rectify your personal data by writing to [registration@windeurope.org](mailto:registration@windeurope.org).

## DISCLAIMER

WindEurope may not be held responsible for any loss, injury or damage to any property, whatever the cause may be. Liability of persons and enterprises providing means of transportation or other services, however, remains unaffected. Should, the venue or speakers change, or should the event be cancelled for any reason outside the organisers' control (including, but not limited, to acts of terrorism, extreme weather conditions and/or industrial action), the organisers will endeavour to re-schedule, but shall not be held responsible for any costs, damages or expenses incurred by registrants. If for any reason the organisers decide to make material changes to this event, they are not responsible for airfares, hotels or other costs incurred by registrants. The customer takes part in the event, all tours and trips at his/her own risk. Furthermore, the organisers may not be held liable for any costs or damages incurred as a result of events outside of their control, including, but not limited to force majeure, strikes and/or public manifestations. Only written arrangements are binding. The sole legal venue is Brussels. Registration of a participant entails acceptance of these conditions.

In any disputes that may arise concerning the execution or interpretation of the present General Regulations, both parties agree that they will be subject to Belgian law and that the commercial courts of Brussels will be competent, without prejudice to WindEurope's right to initiate proceedings under the laws and before the courts of the participant's registered office in the event that any sums are due by the participant to WindEurope.