

## GENERAL TERMS AND CONDITIONS

### Conference Fees 2024, Antwerp

The Conference Fee covers:

- All plenary and workshop sessions (including Nordic Day based on pre-registration and availability)
- 2 lunches during conference
- All coffee breaks
- Formal reception

Not included in the conference fee:

- Hotel accommodation
- Travel to venue
- Gala Dinner (delegates are asked to pay a small non-refundable contribution to help cover their participation at the Gala Dinner)

Social Companion Fee is a contribution towards the Gala Dinner costs. The social companion has no access to any of the conference sessions, lunches, or coffee breaks.

### Payment Of Delegate Place

1. Payment must be received by The European Social Network (ESN) prior to the Conference. ESN reserves the right to deny access to the Conference to any delegate who has not paid their Contribution Request before the start of the event.
2. If payment is made shortly before the Conference (e.g., up to 7 working days before the event), delegates are required to show evidence of this payment in case the payment has not yet been recorded by ESN.

## Delegate Cancellations

1. Cancellations must be sent in writing to [conference@esn-eu.org](mailto:conference@esn-eu.org) on or before **Wed 31 May 2023**.
2. A 15% **administration charge will be levied** for every cancellation received on or before **Fri 17 May 2024**.
3. A 50% **administration charge will be levied** for every cancellation received between **Fri 17 May 2023** and **Fri 14 June 2024**.
4. There is **no** refund for cancellations that are received after **Fri 14 June 2024**.
5. You can modify the name of the delegate at any time by contacting [conference@esn-eu.org](mailto:conference@esn-eu.org) with substitute delegate details until **Friday 21 June 2024**.
6. Registration as a delegate for this event constitutes the acceptance of these Terms & Conditions.

## Privacy

1. Any personal information we collect from this website will be used in accordance the General Data Protection Regulation (GDPR) which applies across the European Union. Our use of your personal data is subject to your instructions, GDPR, other relevant applicable laws and our professional duty of confidentiality.
2. ESN will retain each delegate's contact details in their database in order to send them information concerning the annual European Social Services Conference.
3. You have the option to opt out of ESN communications at any point if you request it to ESN by contacting [communications@esn-eu.org](mailto:communications@esn-eu.org).
4. ESN will not at any time share your contact data with any third party unless previously authorised.
5. ESN usually takes photography and video recordings during the conference for promotional purposes. By registering for the conference, you are authorising ESN and the ESSC partners to use these pictures and videos for informational and promotional use only. However, they will not at any time be distributed to any third party.