



# ELIA EVENTS TERMS AND CONDITIONS

## Attendance

It might be necessary for reasons beyond our control to change the content and timing of the programme, the speakers, the date or the venues at time prior to the event date. Registered delegates will be notified as soon as possible about these changes.

Delegates should cover their own travel and accommodation costs, unless specifically notified otherwise.

ELIA recognises that on occasions delegates will book onto events and subsequently find that they are unable to attend. In these situations, ELIA asks that delegates notify ELIA Conference Manager their need to cancel an event booking as soon as possible. The information below outlines the action to be taken in case of cancellation.

## **Cancellation by delegates on events for which there is an attendance charge:**

### **1 General**

If you need to cancel your booking/s for a chargeable event, our cancellation policy is as follows:

1.1 Please send cancellation details to the ELIA Conference Manager by email: [janja.ferenc@elia-artschools.org](mailto:janja.ferenc@elia-artschools.org) or by telephone: +31 (0)20 330 11 16.

1.2 Please inform the ELIA Conference Manager if you wish to send a replacement delegate, including their requirements (e.g., diet, access etc), so ELIA can ensure that the best possible service at the event will be offered to them.

## **2 Events Cancellation Policy**

2.1 If you notify ELIA of your cancellation **up to eight (8) weeks** prior to the start date of the event, a full refund will be provided.

2.2 If you notify ELIA of your cancellation **less than eight (8) weeks** prior to the event the 50% of the cost will be refunded.

2.3 If you notify ELIA of your cancellation **less than four (4) weeks** prior to the event fee won't be refundable anymore.

2.4 Where you have booked a place at an event and do not attend without notifying ELIA of your cancellation, the event fee won't be refundable anymore.

## **3 Privacy Policy**

3.1 When registering for an ELIA event, participants are asked to create a user into the ELIA database and their main details are stored here for the sole purpose of informing current participants of the event updates, or future ELIA conferences and projects. Under no circumstances the database data are sold for commercial purposes.

3.2 Registered participants are listed into the event overview which will be distributed to the event's delegates. Usually this data would be: name, surname, institution, job title and country. These details may also be available to parties directly associated with the ELIA event, including the venues and accommodation suppliers, for logistics purpose only.

Participants are asked separately in the event registration form whether they do not wish to share their email addresses with the other event delegates.

3.3 By registering, delegates give ELIA permission to produce audio, photography and video recordings during the ELIA event and to publish these materials on the ELIA website and other Conference materials.

3.4 With the registration to an ELIA event, delegates may subscribe to ELIA Newsletter. Any user can unregister from the ELIA Newsletter anytime using the "Unsubscribe" link included in all newsletters. The ELIA Newsletters are solely sharing information relevant to ELIA's members and higher arts education institutions.

## **4 Liability**

4.1 ELIA reserve the right to amend any section of the ELIA event programme if necessary at any time. ELIA will not accept liability for damages of any nature sustained by delegates or accompanying persons, or loss of, or damage to their personal property as a result of the ELIA event in question.

4.2 Delegates should make their own arrangements with respect to personal insurance, along with travel insurance. ELIA strongly recommends that participants take out comprehensive medical and travel

insurance, which should cover the possibility of flight cancellation due to strikes and other causes.

## **5 Anti-harassment Policy**

ELIA is dedicated to providing a harassment-free event experience for everyone. ELIA does not tolerate harassment of anyone in any form. Event participants violating this rule may be sanctioned, or expelled from the event without a refund at the discretion of ELIA staff and the Event organizers.