

## Terms and Conditions

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- Registrations are by the completion of the online registration form only.
- Bookings or changes will not be accepted by telephone. Cancellations and or changes must be sent in writing to the registration desk at [registration@inqua2019.org](mailto:registration@inqua2019.org)
- There is no refund for non-attendance.
- A name change on a paid registration will be accepted up to two weeks before the conference start date. After that date charge of €10 will apply.
- Payment by invoice/bank transfer will incur a €15 administration charge. There is no administration charge for payment by MasterCard or VISA.
- All fees/rates are quoted in Euro €, all bank transfer fees/charges are the responsibility of the participant.
- No booking will be confirmed until payment is received in full.
- Any refunds by bank transfer are subject to a €25 handling fee.
- Participants are requested to have their own travel insurance in place (to cover medical, cancellation and all other risks associated) and are responsible for all travel arrangements including visa applications, if required.
- All tours are subject to a minimum number of bookings. If the minimum number of bookings is not reached, the tour will be cancelled. 2 weeks notice will be given of such a cancellation. Alternative tour option will be offered or the payment made will be refunded. No cancellation fees will apply.
- The Congress / Keynote PCO acting as booking office for INQUA 2019 and the committees will not be held liable for any loss or damage of personal items of attendees or injury caused at any venue used in connection with the congress.
- INQUA 2019 committee and Keynote PCO (The Organisers) reserve the right to alter any of the programme or other arrangements for this symposium; including cancellation or postponement of the event should unforeseen circumstances require it. The organisers accept no responsibility for resulting costs or inconvenience to participants in this case.
- The Organisers do not accept responsibility for any inconvenience or costs due to non-availability of accommodation, tours or social events.
- Children/Minors must be accompanied by an adult/guardian at all times, who accepts full liability for this child/minor. Note that the conference and all social events and activities have not been planned with children/minors in attendance and must be flagged to the congress office prior to making any booking arrangements. You may be refused entry should prior notice not be provided.
- Fáilte Ireland's MICE Supports Fund for the congress is used to assist in marketing to increase the number of international delegates travelling into the Republic of Ireland specifically to attend INQUA 2019. In accordance with the EU's General Data Protection Regulation (GDPR) on 25th May, 2018, Fáilte Ireland requires that the congress inform all attending delegates in advance that the following data: name, country of origin will be shared with the National Tourism Development Authority (Fáilte Ireland) as a funder of the event, for the purpose of verifying attendance at the event only, as required under Section 8 of the National Tourism Development Authority Act, 2003. This data will be retained for a maximum of 12 months or until the completion of the external audit relating to that year whichever is the later. Thereafter, the details will be destroyed in a secure manner. Therefore, delegates are officially advised that post event you may be emailed a survey by the congress office to complete, your assistance in validating your attendance would be appreciated.

### Cancellation Policy

- Cancellations and/or changes must be sent in writing to the registration desk at [registration@inqua2019.org](mailto:registration@inqua2019.org) and will not be accepted by telephone

- There is no refund for non-attendance
- A name change on a paid registration will be accepted two weeks before the conference. After that date charge of €10 for any name changes will apply.
- All tours are subject to a minimum number of bookings. If the minimum number of bookings is not reached, the tour will be cancelled. 2 weeks notice will be given of such a cancellation. Alternative tour option will be offered or the payment made will be refunded.
- Cancellation of a booked item refers to complete and or part-cancellation and or adjustment/cancellation of accommodation dates based on the following:

#### **Registration/Conference Attendance Cancellation Policy**

This includes all items – Conference Registration, Social Event Tickets and Tours.

- Before 27th March 2019 - full refund less admin fee offered
- Between 27th March and 31st May 2019 - 50% refund for cancelled registrations less admin fee offered
- After 31st May 2019 - No refund for cancelled registrations  
All cancellations involving a refund will be subject to an administration fee of €25.00

#### **Accommodation Cancellation Policy**

A credit card is required as guarantee for all hotel bookings.

- Before 27th March 2019 - full refund offered less admin fee offered.
- Between 27th March and 31st May 2019 - 30% Refund available.
- After 31st May 2019 - No refund for cancelled accommodation.  
All cancellations involving a refund will be subject to an administration fee of €25.00

#### **Important Information for Fieldtrip Attendees to Note:**

- For pre congress Fieldtrips, attendees are responsible for arranging their own travel between the trips and the INQUA Congress in Dublin.
- For post congress Fieldtrips, please check departure points, as attendees are responsible for arranging their own travel to these departure points which in some cases are outside of Dublin
- All mid congress trips will depart from Dublin city centre
- Attendees should purchase their own travel insurance to cover for any accidents, delayed flights, costs of missing the departure rendezvous etc.
- All tours are subject to minimum numbers being met. We urge attendees of the pre- and post-congress tours not to finalise your travel arrangements until after the field trip has been confirmed at the end of March 2019 to ensure that minimum numbers are secured and the tour will take place.
- The QRA, IQUA, Keynote PCO and the INQUA 2019 Congress are not responsible for any costs incurred by participants due to cancellation of non-viable field trips.
- All trips will depart and/or begin at the scheduled time. Please note that trip departures from meeting designated points cannot be delayed for no shows or latecomers.
- No refunds will be made for delegates who miss their designated departure time.
- Delegates who register for a tour or fieldtrip agree that registration information (name, emergency contact details, email address and phone number) will be provided to the field trip co-ordinating leader only, in order for them to liaise directly with attendees regarding their specific tour/field trip. All personal information will be disposed of by data recipients immediately following the scheduled trip.
- All field trip instructions and content will be given in English only.
- All field trip attendees must purchase IQUA membership for 2019 at a cost of €10.