



GENERAL TERMS AND CONDITIONS

Definitions

K.I.T. Group GmbH Association & Conference Management is the Professional Conference Organizer (PCO) of the **IEEE PES Innovative Smart Grid Technologies Europe 2012 Conference** taking place October 14 – 17, 2012 in Berlin, Germany. The PCO supports the conference secretariat and is responsible for registration services, hotel accommodation, abstract management, sponsorship opportunities, exhibition management and social events, and is hereafter referred to as K.I.T. Group.

General Terms and Conditions for Registration

These General Terms and Conditions are valid for each attendee registered for the **IEEE PES Innovative Smart Grid Technologies Europe 2012 Conference** taking place October 14 – 17, 2012 in Berlin, Germany (hereafter referred to as the "conference"). Any person, delegate, accompanying person, student, media representative, speaker or exhibitor is considered an attendee.

Conference Registration

The registration deadlines are as follows:

Early registration deadline:	July 14, 2012, 24.00 CET
Standard registration deadline:	October 11, 2012, 24.00 CET
On-site registration:	from October 14, 2012

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form and the payment in full in accordance with the deadlines mentioned above. Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of payment in full.

Pre-registration deadline: October 11, 2012, 24.00 CET

After the pre-registration deadline, registrations are only possible on-site.

If the maximum attendee capacity is reached, the organizers reserve the right to refuse any registration.

To be eligible to register for the conference, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.

The registration fee for regular delegates (IEEE Member and Non-Member), and students includes entry to all sessions, the exhibition area, the poster area and all evening events.



To be able to register as a student, you must present proof of fulltime enrolment at a recognized university or college at both the time of registration and during the conference. All students need to register for the IEEE Membership.

(Students who join IEEE can network with industry professionals, collaborate with peers, gain access to the latest research, and benefit from member discounts.

Learn more: http://www.ieee.org/membership_services/membership/students/index.html?WT.mc_id=mem_stud

The registration fee for accompanying persons includes entry to the conference venue and all evening events.

Entry to the exhibition area, the poster area and other conference sessions is not included. A maximum of 1 accompanying person can be registered per delegate.

To register as a media representative, please contact the K.I.T. Group Registration Department at: ieee-isgt-2012registration@kit-group.org in order to receive a media registration form.

Registrations for more than ten persons will be handled separately as a group booking. Please contact the K.I.T. Group Registration Department.

Conference Material

If the registration form and full payment are received no later than the standard registration deadline, a conference bag is included in the registration fee for delegates, students, speaker and media representatives. If the registration form and/or full payment are received after the standard registration deadline, K.I.T. Group cannot guarantee that a conference bag will be available. All conference materials will be handed out on-site at the registration counter.

Methods of Payment

Payment is required at the time of registration. It should be made in EUR only, using one of the following methods:

1. Credit card (Visa, Master/Eurocard): Attendees should complete the relevant section of the registration form.

2. Bank transfer: Payment should be made in EUR to:

K.I.T. Group GmbH - Association & Conference Management
Commerzbank Berlin, Kurfürstendamm 237, 10719 Berlin, Germany

Bank Sorting Code: 100 800 00

K.I.T. Account Number: 05 140 018 04

SWIFT-CODE: DRESDEFF100

IBAN: DE66 1008 0000 0514 0018 04

Reference: Participant number, name, ISGT 2012

Please note that all transfer costs must be prepaid by the transmitter.

Checks will not be accepted.



Letter of Confirmation/Payment Receipt

A letter of confirmation/payment receipt will be sent by email once the K.I.T. Group Registration Department has received the fully completed registration form and the related payment. Attendees must present this confirmation/payment receipt at the registration counter as proof of their registration and payment.

Letter of Invitation

Individuals requiring an official Letter of Invitation can request one from the K.I.T. Group Registration Department. To receive a Letter of Invitation, attendees must first register for the conference and submit payment in full. Letters of Invitation will not be sent after September 14, 2012

The Letter of Invitation does not financially obligate the conference organizers in any way. All expenses incurred in relation to the conference are the sole responsibility of the attendee.

Visa Requirements

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest embassy or consulate to determine the appropriate timing of their visa applications.

The organizers will not directly contact embassies and consulates on behalf of visa applicants.

The registration fee minus a handling fee of 50.00 EUR will be refunded after the conference if the visa was applied for in time, and an official proof of the embassy confirming that a visa could not be granted, is forwarded to the K.I.T. Group Registration Department.

Certificate of Attendance

A Certificate of Attendance for all delegates can only be acquired in the designated areas in the conference center. It cannot be issued after the conference.

Registration Name Change

A handling fee of 25.00 EUR will be charged for every name change to an existing conference registration. A new registration form for the substitute attendee should NOT be submitted. Name changes will only be accepted until the pre-registration deadline by email or fax indicating the new and old names as well as the new contact details (address, fax, email). After the pre-registration deadline, all name changes must be carried out on-site.

Lost Name Badge

The name badge must be worn at all times during the conference. Access to the conference facilities will not be granted without a proper name badge. If an attendee loses, misplaces or forgets the name badge, a handling fee of 25.00 EUR will be charged for a new name badge. Upon handing out a new name badge, the lost badge will become invalid.



Registration Cancellation Policy

Notification of cancellation must be made in writing and sent to the K.I.T. Group Registration Department by email or fax. The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation is received:

- before August 14, 2012 a handling fee of 50,00 EUR will be charged
- from Aug. 15 to Sep. 14, 2012 50% of the paid registration fee will be refunded
- No refunds will be made for cancellations received from September 15, 2012 on.

Cancellation of Tutorial Courses

Because of a limited number of participants, no refunds will be made for cancellations received from September 15, 2012 on.

Nevertheless you can name another person (not yet registered for the tutorial course), to take over your registration.

All refund requests will be processed after the conference only. They must be made in writing and sent to the K.I.T. Group Registration Department by email no later than 30 days after the conference. No refund requests will be processed after this date.

Credit will not be given for unattended events or early termination of attendance.

Modification of the Conference Program

The conference organizers reserve the right to modify the program, which is published as an indication only.

Cancellation of the Conference

In the event that the conference cannot be held or is postponed due to events beyond the control of the conference organizers (force majeure), or due to events which are not attributable to wrongful intent or gross negligence of the conference organizers, the conference organizers cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Under these circumstances, the conference organizers reserve the right to either retain the entire registration fee and to use it for a future conference, or to reimburse the attendee after deducting costs already incurred for the organization of the conference and which could not be recovered from third parties.



General Terms and Conditions for Tour Bookings

Tours

All tours are based on a minimum number of 20 attendees. All tours will take place on a deluxe motor coach with an English speaking guide. Any entrance prices for planned museum or castle visits are included. The full-day-tours include a 3-course meal with 2 soft drinks or beers. Should the above mentioned minimum attendee number not be reached, the K.I.T. Group Event Department reserves the right to cancel the tour and to refund the amount paid. Prices may be subject to change for exceptional reasons beyond the control of the K.I.T. Group.

Cancellation Policy for Tours

- from August 14, 2012 to September 14, 2012: 50% of the paid tour will be refunded
- no refunds will be made for cancellations of tours received after September 15, 2012

Tours will be refunded if they are cancelled by the K.I.T. Group for the above mentioned reason.

All tours start and end at the conference venue: TU Berlin

General Information

Data Protection and Sharing of Contact Details

The acquisition, handling (which includes saving data, changes, transmission, blocking and erasing) and utilization of all personal registration data is executed within the guidelines of the effective data protection regulations.

K.I.T. Group will collect and store all data for the preparation and execution of the **IEEE PES Innovative Smart Grid Technologies Europe 2012 Conference**.

When you register, make a reservation for a hotel or book a tour you will be asked to complete the online form providing for: your name, address, email address and telephone number as well as special hotel booking requests. The above collected information is required to process, book and complete your booking (including the sending of a confirmation email of the booking to you).

Should you choose to make the payment for your bookings with credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be collected.

All data will be saved and processed.

In order to protect and safeguard the personal data provided to us, we have implemented and use appropriate business systems and procedures. For example, your credit card information is transmitted to us through a secure server protocol, which encrypts all your personal and credit card details. The encryption method used is the industry standard "Transport Layer Security (TLS)" technology. Our TLS certificate has been issued by utn.usertrust.com.



Furthermore, we have implemented and use security procedures and technical and physical restrictions for accessing and using personal information. Only authorized employees are permitted to access personal information for performing their duties in respect of our services.

Our server and network are protected by firewalls against unauthorized access and we have intrusion detection systems that monitor and detect unauthorized (attempts to) access to or misuse of our servers.

Your credit card details will be kept by K.I.T. Group until three months after the end of the conference.

Approximately two weeks prior to the conference, K.I.T. Group will forward your personal information, credit card information and booking details to the hotel in order to confirm the booking with the hotel.

In addition, the conference organizers periodically share contact details of attendees with third parties that may use these details to contact attendees regarding activities at the conference or other communications which may be of interest. Therefore data might be passed on to third parties unless otherwise explicitly indicated by the attendee.

Your complete contact details will only be forwarded if:

- your explicit consent is given,
- a third party has proven to the conference organizers that you have violated the rights of this third party and has thus demanded the disclosure of your data, or
- the conference organizers are obliged to give out your data due to for example a court order or an official order.

Attendees can use the name badge with the barcode like a business card with any conference exhibitor and/or satellite holder to give them the complete contact details. In this case you decide to whom you provide your data. Please note that offering your badge to be scanned at an exhibition stand and/or at the entrance to a satellite symposium implies your acceptance that the respective company receives your complete contact details from the organizers and may contact you, using this data.

Liability

The conference organizers shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the conference organizers - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the conference at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the conference organizers.

Fulfillment and Jurisdiction

This contract is subject to the law of Berlin/Germany. The terms of this contract shall be fulfilled in Berlin/Germany and in the event of any legal claims arising from either party, Berlin/Germany shall be the sole court of jurisdiction.



Severability Clause

If there is a determination of these terms and conditions to be ineffective or impracticable, then the validity of the terms and conditions remaining are not impaired. The parties are obligated to cooperate in order to replace the ineffective or impracticable clause by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.