



General Terms and Conditions for Individual Registrations

1 Application of these General Terms and Conditions

These General Terms and Conditions apply when you register for the onsite International Symposium for Sjögren's Disease (ISSjD), 22 - 25 April 2024 (hereinafter "**Congress**"). The Congress is organised by the University Medical Center Groningen, Department of Rheumatology and Clinical Immunology, Hanzeplein 1, 9713 GZ Groningen, email: info@16issjd.com (hereinafter "**UMCG**").

2 Congress

2.1 The Congress

The goal of the Congress is to advance the ability to treat Sjögren's Disease, together with all Sjögren's Disease-focused clinicians, scientists and patient organizations. During ISSjD 2024 we embrace fresh faces, ideas and technologies geared towards the eventual resolution of SjD.

More details about the ISSjD 2024 can be found on the Congress Website www.16issjd.com hereinafter "**Congress Website**").

2.2 Programme of the Congress and Modification

The programme of the Congress will be published on the Congress Website.

UMCG reserves the right to modify the programme. No refunds will be granted in case of modification, cancellation of speakers or any other incident during the Congress.

2.3 Access to the Congress

The access to the Congress might be subject to presenting a valid identity card or passport, or any other document or confirmation required under applicable regulations.

2.4 Language

Unless otherwise specified, all lectures, abstract sessions, presentations and discussions, workshops and special interest group sessions are in English.

2.5 CME credits

UMCG will apply for EACCME®/CME accreditation for the Congress (October 2023).

Following accreditation, you can claim your CME credits and certificate of attendance. EACCME® credits are recognised throughout Europe and in North America.

EACCME®/CME credits can be exchanged for their national equivalent by contacting your national CME Authority.

3 Congress Participants

3.1 In General

You can register for the Congress if you are at least 18 years old when attending the Congress.

UMCG mandates Myles, Brinkpoortstraat 38b, 7411 HS Deventer, The Netherlands as its contractor to handle the Congress registrations; telephone: +31 570 691357, email: info@16issjd.com

3.2 Participant Categories to the Congress

During the registration process, you will be asked to what category of participant you belong. The categories are described at the registration form. You must register within the correct category. UMCG may, at any time, request from you that you provide UMCG with the necessary evidence to show that your registration is correct.

3.3 Letter of Invitation and Visa Requirements

If you require an official letter of invitation from UMCG, you can request one - after you have completed your registration - by sending an email with your request to: info@16issjd.com. With the letter of invitation, UMCG does not enter into any financial obligation and will not cover any of your expenses.

It is in your sole responsibility to take care of the visa requirements.

4 Registration Fees

4.1 In General

The registration fees are published on the Congress Website. If you want to register a group of delegates, please send an email to: info@16issjd.com.

4.2 Handling Fee and costs

Payments by credit card and PayPal are subject to a handling fee of 3,9% per transaction. No handling fees are charged for iDEAL payments (only available for Dutch delegates).

4.3 Fee for Lost badge

If you have lost or forgotten your badge or if you are not in possession of your badge during the Congress for any reason, you will receive a new badge after your identity can be verified with an official document.

5 Registration and Withdrawal

5.1 Online Registration and Admission Confirmation

The number of participants may be limited and, if the maximum is reached, UMCG may refuse additional registrations.

During the registration process, your payment data will be processed by Delft Congress Support B.V., Phoenixstraat 28b, 2611 AL Delft, The Netherlands, as part of the payment process. Delft Congress Support B.V. will process your personal data in accordance with the General Data Protection Regulation (GDPR).

Upon receipt of the payment, UMCG will inform you of your admission by sending you a confirmation email. This email confirms your participation in ISSjD 2024.

5.2 Right of Withdrawal

You have the right to cancel your registration without giving any reason within 14 days after your online registration. You lose your right of withdrawal when ISSjD will take place within 3 months after your registration.

To exercise your right of withdrawal, you must give notice to UMCG in writing by sending an email to: info@16issjd.com

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right to withdraw before the 14 day period has expired and no later than 22nd January 2024; 23.59 CET.

If you withdraw your registration on time, UMCG will reimburse your registration fee. No handling fee costs will be reimbursed. UMCG will make the reimbursement of your registration fee without undue delay and no later than 14 days after UMCG was informed about your decision to withdraw.

5.3 Cancellation of Registration

After the withdrawal period and until 22nd January 2024; 23.59 CET, you may cancel your registration to the Congress at will and pay a cancellation fee of 25% of the registration fee, meaning that UMCG will refund you 75% of the registration fee paid. No handling fee costs will be reimbursed. From 23rd January 2024 100% cancellation fee will apply.

Cancellation requests must be sent by email to: info@16issjd.com

6 Disclaimer of Warranty and Liability

6.1 No Warranty for Information and availability

UMCG does not warrant the completeness, accuracy and actuality of the information conveyed during the Congress, in particular the medical information.

UMCG does not warrant any availability, in particular not the availability of the Congress app or any information thereon, nor that the transmission or content will be error free.

The Congress does not contain any therapeutic recommendations and cannot replace the independent and complete analysis, evaluation, diagnosis, risk assessment, treatment or other medical activities by a medical specialist.

6.2 Exclusion of Liability

To the fullest extent permitted by applicable law, UMCG excludes any liability for any damages, loss, injury, or liability whatsoever suffered out of or in connection with the Congress.

7 Cancellation of the Congress

In the event of total or partial cancellation of the Congress, for any reason whatsoever, including, but not limited to, due to fire, war, strike, natural disaster (either threatened or actual), communicable disease, governmental regulations or any cause, which would prevent or impair the attendance of participants or the scheduled opening or continuance of the Congress, the contractual relationship between UMCG and you will be terminated immediately. If UMCG cancels the Congress prior to 23rd January 2024, UMCG will refund you according to the cancellation terms (section 5.4 above).

UMCG will not have to provide any other refund and shall not have to refund any registration fee already paid.

8 Feedback and Complaints

UMCG aims to provide the highest quality of services to you and values your feedback (positive and negative) and your comments. You can address your feedback and comments to: info@16issjd.com

UMCG usually addresses complaints within one working week after receipt. If UMCG needs more time to evaluate your complaint, you will be informed within one week.

9 Copyrights

UMCG and/or the speakers do not assign, transfer or license to you any copyright in connection with the Congress.

10 Data privacy

By registering, you agree that UMCG processes your personal data that you have provided during registration process for the purpose of granting access to, organising, advertising, performing and analysing the Congress. UMCG will, for example create participant lists and email distribution lists, which are available to UMCG and its subcontractors. These lists can be used to distribute information about the 17th ISSjD, date and location to be determined.

UMCG has entered into a subcontracting agreement for the organisation of the Congress with several providers, necessary to the organisation of the Congress.

If you are dissatisfied with how we handle your privacy, you can submit a complaint to the privacy supervisor, the Dutch Data Protection Authority (DPA), via their website.

11 Applicable law and place of jurisdiction

The substantive laws of The Netherlands are applicable, with the exclusion of the conflict of law rules. The exclusive place of jurisdiction is at the seat of UMCG, currently Groningen, The Netherlands.

September 2023