

## Terms & Conditions

By purchasing a ticket for EPIC, you agree to our privacy statement and the following payment conditions. Tickets will be fully refunded in the event EPIC cannot take place due to COVID-19. If the conference will take place online, due to COVID-19 measures in place in The Netherlands at the time of EPIC, we will refund the difference between a live access ticket and the new\* online access ticket.

\*In case EPIC will have to take place online, the online access ticket prices will be raised with 50%. The new ticket price of your ticket depends on the price paid for the live access ticket: early bird or full price. The price increase of online access tickets is based on the significantly extended online programme EPIC will be offering in that event and the organisational requirements this form of conference demands. The difference in ticket price between the online and live access tickets will be refunded on the bank account used to purchase the ticket. In the event EPIC can provide access to fewer people than originally planned due to COVID-measures, we will give in-person access to those who purchased tickets first, up to the maximum number of visitors allowed. All other tickets will be transferred to online access tickets. Price differences will be refunded on the bank account used to purchase the ticket.

You may cancel your live access ticket up to four weeks before the start of EPIC. An admin fee of €5 will be charged. Please contact us on [events@smith-communicatie.nl](mailto:events@smith-communicatie.nl) to cancel your ticket. Your ticket will be refunded to the bank account known to us. You may transfer your live access ticket to someone else, for example a colleague. This can be done up to two weeks before the start of EPIC. To transfer your live access ticket, please contact us on [events@smith-communicatie.nl](mailto:events@smith-communicatie.nl) and include in your request the following information of the person you wish to transfer your ticket to: first name, last name, position, organization, country, email address, and dietary preferences. When your ticket has been transferred, you will receive a confirmation email.

Online access tickets cannot be cancelled, nor transferred. You may not downgrade your live access ticket to an online access ticket. You may upgrade your online access ticket to an live access ticket, please contact up on [events@smith-communicatie.nl](mailto:events@smith-communicatie.nl) (subject to availability).

If you are unable to attend EPIC in person due to a COVID-19 infection or quarantine requirement, or in place COVID-19 measures in your country that prevent you from travelling to The Netherlands, your live access ticket will be transferred to an online access ticket. To get your live access ticket changed to an online access ticket, please contact us on [events@smith-communicatie.nl](mailto:events@smith-communicatie.nl).

The payment conditions was last revised on 8 February 2022.