

GENERAL CONDITIONS AND POLICIES

INDIVIDUAL REGISTRATIONS GENERAL POLICY:

- No registration will be accepted without payment.
- No registration will be possible by phone
- Name changes are considered as cancellations and will lead to new paying registrations.
- Badges are personal and nominative. Your ID will be requested to obtain your badge.
- Invoices must be paid before the Congress: no badge that has not been paid will be distributed.

INDIVIDUAL CANCELLATION POLICY:

- All cancellations must be made in writing (email or fax) to:
EAO 2010 c/o COLLOQUIUM
12 rue de la Croix Faubin
75557 PARIS Cedex 11 - FRANCE
Tel : 00 33 1 44 64 15 15 – Fax : 00 33 1 44 64 15 16
Email: eao2010@clq-group.com
All refunds will be issued after the congress. Requests will not be accepted after the 31st of October 2010.
- **Before June 19th 2010:** total amount will be refunded except 50€ for administrative fees. With no payment received before cancellation, these 50 € will still remain due.
- **Between June 20th and July 30th 2010:** Reimbursement of 50% of the fees paid. With no payment received before cancellation, this amount will still remain due.
- **After July 30th 2010:** No refund. With no payment received before that date, the total amount will still remain due to the Congress office.

GROUP REGISTRATIONS GENERAL POLICY:

A special rate is available for group registrations according to the following conditions:

- Minimum of 5 participants
- Deadline for submitting a purchase order: August, 13 2010
- Invoice settlement upon receipt
- Deadline for payment : September, 3 2010
- Unique rate for all registration types (580€ VAT included – 466,32€ VAT excluded) : no reduced fees will be applied
- Your registration interface will be available until September, 17 2010
No more changes or additions after this date. Only consultation will be possible on your personal area. From this date, only individual online registration paid by credit card will be accepted.
- Any group registration paid but not used will not be refunded and cannot be used onsite.
- No reduction of the group registration package.
- No invoice will be issued during the congress.