



ICLEI World Congress 2018

19-22 June 2018 – Montréal, Canada

GENERAL TERMS AND CONDITIONS FOR PARTICIPANTS REGISTERING ONLINE

Participants wishing to attend the ICLEI World Congress 2018 to be held from 19-22 June 2018 in Montréal, Canada, must register online at <https://www.eiseverywhere.com/ereg/newreg.php?eventid=273826&> through the registration system managed by JPdL International on behalf of the Ville de Montréal and ICLEI e.V. Please note these 'Terms and Conditions' may be subject to change without notice.

1. Registration

- 1.1. All data entered in the registration form on behalf of a participant is processed under the assumption that the individual's consent to submit their information was obtained.
- 1.2. ICLEI e.V. and Ville de Montréal retain the right to refuse any registrations and participants are responsible to comply with any access requirements and security measures put in place at the event venue.

2. Payments

- 2.1. When registering online, participants are given the following payment options: credit card (mastercard and visa), cheque, and wire transfer
- 2.2. The following obligations apply for:
 - 2.2.1. **Bank** transfers in Canadian Dollars
 - 2.2.1.1. **When** selecting the bank transfer option, the Participant commits to making a payment for the registration fee within **two weeks** following the registration. In case the payment is not received within two weeks of the date of the invoice, the booking will be cancelled.
 - 2.2.1.2. If the registration was made **after 25 May 2018**, the payment must be made **before 8 June 2018**. Proof of payment must be sent to iclei2018service@jpd.com and a printed copy must be provided at the congress registration desk.
 - 2.2.1.3. Participants are responsible for covering any bank fees incurred by the transfer.

3. Cancellations, substitutions, and reimbursements

- 3.1. Any request for cancellation of registration must be sent to the secretariat in writing at the following address: world.congress@iclei.org and iclei2018service@jpd.com

Cancellation of registration fees

Prior to May 11, 2018 (11:59 pm EST): Registration fees will be refunded less a 25% administration fee.

Please note that bank transfer fees are not refundable.

After May 11, 2018: no refund granted.

- 3.2. Substitution is free of charge and must be received in writing from the actual registrant. Please note that ICLEI will need to approve the modification.
- 3.3. Changes will become effective on the date of written acknowledgement from the organizers being received.



4. Visa support letters

- 4.1. Visa support letter must be requested by ticking the dedicated check box in the online registration form.
- 4.2. Ticking the check box to submit a request for a visa support letter does not grant the participant the right to receive a visa support letter. The visa support letter will be issued only once the registration has been completed, namely when the payment has been issued successfully.
- 4.3. Ville de Montréal and ICLEI e.V. retain the right to refuse to issue visa support letters and participants shall be held liable for any violation of law based on misrepresentations, fraud or inaccuracies communicated to unlawfully receive a visa support letter to enter Canada.
- 4.4. Ville de Montréal and ICLEI e.V. do not make any guarantee or warranty of any kind that participants who receive a visa support letter shall receive a visa to enter Canada.
- 4.5. Participants agree to indemnify ICLEI e.V. and Ville de Montréal for any losses or damages related to the Visa procedure. ICLEI e.V. and Ville de Montréal shall not be held liable by any participant for the failure to receive a visa for entry into Canada.

5. Privacy and data protection

- 5.1. All personal information is protected under the provision of the [Personal Information Protection and Electronic Documents Act \(Canada\)](#).
- 5.2. The data entered in the registration form will be used only for events' related purposes including:
 - Communication directly related to the ICLEI World Congress and related events.
 - Preparation of the official letters and documents (e.g. visa support letters).

The data provided might be shared with selected partners, affiliates, and/or third parties for invitation or organizational purposes of the ICLEI World Congress and related events. Participants may instruct the organizers at any time not to share their information with such partners, affiliates, and/or third parties by contacting the organizers at world.congress@iclei.org.

- 5.3. Participants Official ID information will be stored and may be shared for the sole purpose of assisting participants with access to the event.
- 5.4. During their participation at the Congress, participants allow the organizers to film, record, photograph, use, and distribute (royalty-free) their image in all forms and in all media, including but not limited to, photographs, electronic reproductions, image, video and audio file transfer, distribution over the Web and any other uses over the Internet or other legal uses by the organizers.
- 5.5. By accepting these Terms and Conditions the participant agrees to have his/her name included in participants list(s) and in the ICLEI's contacts database.

6. Choice of law

The law of Canada shall govern any conflict arising under this agree