



# GENERAL TERMS & CONDITIONS

## A. Registration Process and Payment Methods

---

1. If indicated on the event website, registrants will be able to select an early bird rate. The early bird rate ends at 23:59 on the date mentioned on the event website. If payment has not been received by that date, registrants will be charged the normal registration rate.
2. The early bird rates and normal registration rates are excluding 21% VAT. All registrants are liable to pay Belgian VAT at 21%.
3. Upon receipt of the completed online registration form, we consider your registration as binding and subjected to the cancellation policy (as described in paragraph B)
4. Attendance fee includes catering during the event and the event documents
5. TMAB Business Events cannot be responsible for your spam filters blocking your confirmation email. Please be sure your spam filters will allow mail from TMAB Business Events (@tmab.be)
6. Note that the registration fee has to be paid before the event.

## B. Cancellation Policy

---

Registrations can be cancelled **only in writing** to:

**TMAB Business Events cvba/scri**

Carine Mahieu  
Neringstraat 15  
B-1840 LONDERZEEL  
Fax: +32 (0) 52/65 00 30  
E-mail: [carine.mahieu@tmab.be](mailto:carine.mahieu@tmab.be)

**Notice of Cancellation**

3 calendar days prior to commencement of the event  
5 calendar days prior to commencement of the event

**Administrative Charge %**

100%  
50%

Substitutions can be made at any time. If you wish to substitute a participant, please contact TMAB Business Events ( [carine.mahieu@tmab.be](mailto:carine.mahieu@tmab.be) ) at the earliest opportunity.

## C. Hotel supplements

---

Extra costs and supplements are not included in the event fee. Your credit card details are required upon your arrival at the hotel to guarantee eventual supplements or costs for the minibar, restaurants or others.

## D. Event program

---

TMAB Business Events reserves the right to amend any part of the event programme if necessary at any time.

## E. Language

---

The event language can be Dutch, French, German or English depending on the nature of the event.

## F. Participation and Behavior during the event

---

Attendees are expected to behave professionally. Excessive use of obscene language, abusive behavior, or threatening behavior directed to any other attendee is not conducive to a learning environment.

## G. Personal Information

---

1. Please note that credit card information will NOT be stored in the TMAB-database.
2. E-mail addresses will be used to circulate last minute details, for announcements of future TMAB events.
3. If you would like your record to be deleted after the event, please notify DELETE CONTACT by email to the main contact person for the event or in writing to TMAB Business Events.

## H. Personal Property

---

TMAB Business Events and local co-organisers will not accept liability for damages of any nature sustained by delegates or accompanying persons, or loss of, or damage to their personal property as a result of the event or related events.

In the event of industrial disruption or other unforeseen circumstances, TMAB Business Events and local co-organisers accepts no responsibility for loss of monies incurred by participants. The participants should make their own arrangements with respect to personal insurance, along with travel insurance.

## I. Personal Insurance

---

TMAB Business Events and local co-organisers cannot be responsible for healthcare, dental and ambulance services during the event. The organisation strongly recommends that participants take out comprehensive medical and travel insurance, which should cover the possibility of flight cancellation due to strikes and other causes. Therefore, TMAB Business Events and its local co-organisers accept no responsibility of any nature whatsoever for personal injury, death, loss or damage to property or participants however caused or arising.

## J. Contact

---

### **TMAB Business Events cvba/srl**

*Neringstraat 15  
B-1840 LONDERZEEL*

Tel: +32 (0) 52/65 00 20

E-mail: [info@tmab.be](mailto:info@tmab.be)