



13WCC Terms and conditions

Any enquiries or requests for additional information, modifications and cancellations are to be communicated to MCI's Team by email: wcc2023.regshot@mci-group.com. MCI is the appointed 13WCC Professional Conference Organiser, notably but not limited to registrations.

Every participant will receive an e-mail confirming that the form is completed correctly. Upon payment, participants will receive a registration confirmation email.

Registration fees deadlines

Early bird registrations will be accepted until Wednesday 01 March 2023, midnight CET.

Should you pay your registration via bank transfer but remain unpaid on Wednesday 15 March 2023, early registrations will be upgraded to the late registration fee.

As of Thursday 02 February 2023, late registration fees apply for every new registration.

Registration modification and cancellation

For cancellations received prior to Monday 22 May 2023, midnight CET, deposits will be refunded less 25% administrative charge. After this date, no refunds will be possible.

No-shows (i.e. attendees who register for the conference, but do not appear) will not receive a refund of any kind either.

All third-party services (tours, flights, accommodation) will be subject to their respective company's cancellation policies.

A name change will be considered as a modification and will be charged 40 CHF.

Modifications received until Sunday 21 May 2023 included are made without any charges. Starting by Monday 22 May 2023, a handling fee of 40 CHF per registration will be charged.

If a badge is lost or forgotten onsite, an administrative fee of 80 CHF will be charged for the reprint of the badge after identity verification (passport, driving license or other recognised identification documents).

General hotel policy

MCI acts as an agent for accommodation bookings and WCC 2023 accepts no responsibility for any recommendations given or any transactions made.

Reservations are made on a "first come, first served" basis. In case of room sharing, please send us their names in writing.

Any request to modify or cancel a room reservation must be sent directly to MCI in writing to avoid any misunderstanding.

Check-in/Check-out Time:

Hotel check-in time is 15:00. Should you wish to check-in earlier, extra costs may apply.

Check-out time is 11:00. Should you wish to check-out later, extra costs may apply.

Should you be informed of any delay/late check-in or cancellation, please inform MCI as soon as possible.

Extras:

Potential additional incidentals, such as mini-bar, telephone or additional room-nights are to be settled directly to the hotel by each individual guest when checking out.

Upon check-in, the hotel may charge or block an amount on the credit card to cover this guarantee, and each hotel has its own independent policy.

Closure of a hotel:

Should any of the mentioned official offered hotel(s) close between the date the contract was signed and the start of the event, MCI will do its utmost to offer alternative options to the client. If the client confirms such an alternative option, MCI will not be responsible for any difference in rates. Should the client decline the option and book in another hotel outside of MCI's block, pre-payments made by the client for the closing hotel(s) would be reimbursed by MCI

Hotel deposit conditions

Individual Hotel Deposit Conditions:

For hotel bookings in the above mentioned hotel(s), a deposit payment covering the full stay is required with your reservation. Your booking will be confirmed upon receipt of your hotel deposit. This prepaid deposit will be deducted from your final hotel bill when checking out from the hotel.

Groups Hotel Deposit Conditions:

55 % of the total amount is due to confirm the reservation
45 % of the total amount is due before Friday 05 May 2023
100 % of the total amount is due from Saturday 06 May 2023

Hotel Cancellation Conditions

Individual and Group Booking Cancellation Conditions :

As liquidated damages, cancellation charges are calculated on projected charges (*per hotel, per night, subject to all applicable taxes*) . In the event of total or partial cancellation of unused rooms in the block.

No-Show (Individual bookings):

In case of no-show (if you do not check-in on your confirmed arrival date as per your hotel voucher), the hotel will only keep the number of room nights guaranteed during the booking process. For bookings guaranteed for one night only, the remaining nights will automatically be released to the hotel. The hotel will do its utmost to accommodate you should you arrive at the hotel at a later date. For bookings guaranteed for the full stay, the room will be kept for the number of nights booked.

Example of cancellation fees calculation

Group booking of 100 rooms on 5 nights (100 x 5 = 500 roomnights). Room rate is at a price of CHF 100.- per room per night.

Cancellation deadline of 30% of total amount due being non refundable - Group cancelling 10 rooms on 5 nights.

Cancellation fees that will be applied will be: 10 rooms x 5 nights x 30% of CHF 100.- = 50 roomnights x 30.- (30% of CHF 100.-) = CHF 1'500.-

Amount to be refunded: 10 rooms x 5 nights x 70% of CHF 100.- = 50 roomnights x CHF 70.- (70% of CHF 100.-) = CHF 3'500.-

HILTON HOTEL

From confirmation to Monday 06 March 2023: 30 % of the total amount due will be retained as administration fees.

From Tuesday 07 March 2023 to Friday 05 May 2023: 80 % of the total amount due is non refundable

From Saturday 06 May 2023: 100 % of the total amount due is non refundable

No-Show (Group bookings):

According to MCI's deposit conditions, the full stay must be paid for all reservations prior to each guest's arrivals. In case of no-show, for bookings guaranteed for the full stay, the room will be kept by the hotel. Please note that MCI will not send specific communication regarding the guests who have not checked-in on their confirmed arrival date. Should the group leader wish to receive such information, please contact MCI.

General payment conditions

All payments are to be made in Swiss francs including applicable Swiss VAT.

Modifications and/or new registrations made on-site will require immediate payment (by cash or credit card).

Upon completed registration, an invoice will be issued to the registered participant (s). **This invoice will act as a contract, and once issued, the above payment and cancellation conditions will apply.**

Full payment of services is requested when registering by credit card. No confirmation or invitation letter will be sent until MCI has received the payment.

In accordance with DIRECTIVE 2011/7/EU, late payment interest will be charged in the amount of 8% above the European Central Bank's base reference rate.

No badge will be delivered until full payment of open invoices is received.

Refunds will be made after the event according to your payment method.

Group registration data management

Upon receipt of your payment, you, as the registration group leader will receive by e-mail an internet link giving you direct access to your group portal. You will be able to enter names, allocate your reservations, settle open invoices and download documents.

Through this personalised portal, you will be able to enter your participants' details and assign the services you have purchased such as registration and/or hotel bookings.

Names of all participants (registration and/or accommodation) must be submitted and reservations assigned online before Monday 22 May 202

Any modifications and cancellations are to be communicated to MCI's team by email in order to be validated (please refer to the points «Modification & cancellation» above to view the charges relating to these operations.

The group leader hereby commits to manage group registrations and/or hotel reservations using the tools proposed by the official registration and/or housing bureau. The reservation system's portal will be used to respect relevant registration and, if applicable, accommodation deadlines. Access to this tool will be provided upon full payment of deposits required.

Contact information is to be entered in the system including the full coordinates of the participant to the event. No generic agency coordinates will be accepted if reservations are handled by a third party or on the behalf of a sponsor.

Reservations for registration and/or housing will then be assigned and updated through the reservation system's portal and managed by the group leader or its internal representative.

The group leader will be responsible for the correct entering of the contacts' coordinates and assigning of services.

MCI will inform the group leader or the engaged entity if the registration is not complete 72 hours before the registration deadline. If the group leader or the engaged entity does not proceed to the required actions, MCI does not bear any responsibility. If the concerned participants want to register themselves in absence of any action of the group leader or engaged entity, MCI will do so, by charging a fee of 18 CHF/participant to import the details or a fee of 27 CHF/participant to import the details and assign the corresponding services.

Data privacy

Individual and Group Data Privacy Policy

For further information on how your data will be used, we invite you to carefully read the Data Protection and Privacy Policy:

<https://13wcc.iccwbo.org/privacy-policy/>The information requested in this form is collected by ICC and CCIG, data controllers, for the purposes of registration, organizing the event, using the web application, networking and complying with Swiss law. Fields marked with asterisks are mandatory. You have the right to access, rectify, erase, the right to portability of your personal data, the right to restrict and object the processing, by sending an email to dataprotection@iccwbo.org or writing to the International Chamber of Commerce, ICC DPO, 33-43 avenue du Président Wilson 75116 Paris, France, along with a copy of an identity document (ID). For further information about this processing, please visit the [Data Privacy page](#).

General conditions

Disclaimer

The ICC and its World Chambers Federation (ICC WCF and CCIG (co-organiser) hereby provides notice to Congress delegates and anyone else, that the organisers makes no warranty of any kind whatsoever, expressed or implied, that any information, materials, techniques or products or anything else presented at this Congress is accurate, valid, adequate or fit for any purpose whatsoever. Congress delegates are solely responsible for determining the validity, adequacy and fitness of any information, materials or products or anything else presented at this Congress for any and all uses. Statements and descriptions made by the organisers at this Congress and included in Congress literature are informational only and are not made or given as a warranty. The views, opinions and statements made at the Congress are solely those of the speakers and may not reflect the views of the organisers. Furthermore, speakers may have vested interests in the concepts and products they discuss.

It is further understood and agreed that ICC shall not be liable whether in contract, in tort, under any warranty, in negligence or otherwise for any kind of claim for loss, damage or expense of any kind arising out of or resulting from the use of any information, materials, products or anything else presented at this congress, and under no circumstances shall ICC be liable for special, indirect or consequential damages.

In addition, ICC shall not be liable for any kind of claim in relation to possible exposure to illness (including but not limited to COVID-19). Congress attendees knowingly and freely assume all risks related to health when participating in person at this congress.

ICC and/or its agents have the right to alter or cancel the Congress or any of the arrangements, timetables, plans or other items relating directly or indirectly to the Congress without prior notice for any reason beyond their control. The ICC and CCIG shall not be liable for any loss, damage, expenditure or inconvenience caused as a result of such alteration or cancellation.

Code of Conduct

By agreeing to attend the event, participants also undertake to respect the Code of Conduct:

CODE OF CONDUCT

ICC WCF World Chambers Congress aims at encouraging and strengthening relations among chambers from around the world, and promoting the share of best international trade practices. In a climate of open exchange across borders, ICC WCF is committed to providing a professional, safe and welcoming environment for all, regardless of gender, ethnicity, sexual orientation, physical appearance, national origin, and belief. ICC WCF is a non-political organisation and any political demonstration is strictly prohibited during the Congress.

The present Code of Conduct outlines expectations for all participants in the 13th World Chambers Congress.

1. Applicability

This Code of Conduct is applicable to all participants of the World Chambers Congress. This includes delegates, partners, speakers, attendees, volunteers, sponsors, exhibitors, competitors, staff and anyone else present at the Congress.

Participants should conduct themselves at all times in a manner that comports with both the letter and spirit of this Code of Conduct during the Congress, throughout plenary sessions, workshops, competitions, exhibition area, receptions, cocktails, talks, hallways conversations and any related event.

This includes statements made in social media postings, on-line publications, text messages, and all other forms of electronic communication related to the World Chambers Congress.

2. Expected behavior

All participants are expected to conduct themselves in a professional, respectful and responsible manner at all times, and observe the following expected standards of behavior:

- Treat everyone with respect and consideration;
- Communicate openly and thoughtfully with others, be considerate of the multitude of views and opinions;
- Be respectful in discussing and debating ideas;
- Follow the rules and policies of the venue;
- Respect the property of the Congress venue
- Respect the social events venues and any other facilities used;
- Be mindful of your surroundings and of your fellow participants. Alert hotel/venue security if you notice a dangerous situation or someone in distress.

3. Prohibited conducts

ICC WCF is committed to creating an environment where everyone can participate without harassment, discrimination, or violence of any kind.

Unacceptable behavior includes, but is not limited to:

- Threatening, intimidating, humiliating, demeaning speech or hostile acts directed at a particular group or an individual because of, for example, their sexual orientation, gender, ethnicity or religion;
- Any action, discrimination or language meant as comments, jokes, slurs related to gender identity, race, ethnicity, sexual orientation, ability, socioeconomic status, age, appearance or religion that coerce others, foment broad hostility, or undermine professional equity;
- Deliberate intimidation, stalking or following;
- Harassing photography or recording;
- Persistent and unwelcome solicitation of emotional or physical intimacy;
- Sustained or disrespectful disruption of plenary sessions, workshops, competitions, talks or any other related events;
- Physical assault, real or implied threat of physical harm;
- Sexual harassment including, but not limited to:
 - any unwelcome conduct of a sexual nature, as unwelcome sexual flirtations, advances or propositions,
 - uninvited and unwelcome touching of an individual's body,
 - sexually degrading words used to describe an individual;
- Alcohol is not allowed in any of our plenary, competition, and workshop sessions. Excessive alcohol consumption should be avoided.

4. Consequences

Any participant disobeying this Code of Conduct will be notified and is expected to stop any offending behavior immediately. Anyone requested to stop unacceptable

behavior is expected to comply immediately.

ICC WCF reserves the right to take any action deemed necessary and appropriate, including refusing admittance to, or removing any person from, the ICC World Chambers Congress or any ICC hosted event (including future ICC events) at any time in its sole discretion.

5. Complaint process

In the event of non-compliance with the terms of this Code of Conduct, then the person who is the target of possible prohibited conduct or any third party who has direct knowledge of the possible prohibited conduct ('witness') should promptly report to the staff and contact Léa Puteaux, Project Manager (lea.puteaux@iccwbo.org)

Insurance, release and waiver of liability:

It is strongly recommended that participants obtain adequate cover for travel, health and accident insurance before they depart from their countries. CCIG & ICC WCF as organisers cannot accept responsibility for personal injuries, or loss of, or damage to, private property belonging to the Congress participants and accompanying persons. Participants are requested to inform themselves and to abide by local work regulations accordingly.

Minimum age:

Registration and/or admittance to the Congress shall be limited solely to participants who are 18 years of age or older, due to current health and safety regulations and legislation in effect.

Any registration by anyone who is under 18 is unauthorised and in violation of these Terms and Conditions and will automatically result in the forfeit of their registration. You hereby accept that identification is to be provided to Congress staff upon request.

By registering to the Congress or entering the Congress you represent and warrant that you are 18 years of age or older, and that you agree to and to abide by all of the Terms and Conditions of this Congress.

Force majeure:

The 13WCC organisers are not responsible for either the partial or total non-execution of the contract in the event of accident, an act caused by a third party, such as Acts of God including, without limitation, credible threats of natural disaster in the geographic vicinity, war, curtailment or interruption of transportation facilities, threats or acts of terrorism or similar acts, governmental travel advisory, a governmental elevation of the terrorism alert level, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause comparable events or disaster beyond the parties' control which prevents the Hotel from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI.

The 13WCC organisers are not responsible for either the partial or total non-execution of the contract in the event of accident, natural disaster (either threatened or actual), in war, curtailment or interruption of transportation facilities, threats or acts of terrorism, of transportation facilities, threats or acts of terrorism, governmental travel or terrorism advisory, strikes, lock out, civil disturbance, the issue of a Travel Warning by the World Health Organization or any other cause beyond the parties' control which prevents the hotel and /or venue from accommodating the clients of MCI for the event or if for the same reasons the event is cancelled by MCI. The Organisers may at their entire discretion repay the delegate fee or Service Charge paid by the Delegate or Exhibitor, or part thereof, but shall be under no obligation to repay the whole or part of such Delegate fee or Service Charge, and shall be under no liability to the Delegate or Exhibitor in respect of any actions, claims, losses (including consequential losses), costs or expenses whatsoever which may be brought against or suffered or incurred by the Delegate or Exhibitor, as the result of the happening of any such event.

Photography/Videography disclosure:

As a registered attendee of the Congress, you agree to grant permission for ICC WCF, and CCIG to use your likeness in a photograph or video in any and all of its publications and presentations, including website entries, without payment or any other consideration; to authorise ICC WCF and CCIG to edit, alter, copy, exhibit, publish or distribute the photograph or video for purposes of publicizing 13WCC programs or for any other lawful purpose; to waive the right to inspect or approve the finished product, including written or electronic copy, wherein your likeness appears; that these materials will become the property of ICC WCF and CCIG Attendees may exercise their right of access, rectification and deletion of their image free of charge in accordance with the conditions set out in our Data Privacy page.

Visa:

Please visit the following website <http://visahq.com/> to check if you require a visa for Switzerland. Citizens of other countries may need a visa.

Please contact your travel agent or the nearest Switzerland diplomatic authorities for further information. If you should need a visa, please apply early enough to allow sufficient handling time to the authorities.

During the reservation process, please tick the box and fill in the corresponding questionnaire in order to receive your Visa invitation letter. Please note that the Visa invitation letter will only be sent to participants who have paid their reservation fee. In some particular cases payment by credit card may not be allowed.

Please note that neither 13WCC nor MCI will be able to contact or intervene with any Embassy or Consulate office on behalf of a registrant. The invitation letter does not financially or legally obligate 13WCC or MCI in any way. All expenses incurred in relation to the event and to obtaining a visa are the sole responsibility of the registrant. 13WCC and MCI do not accept any responsibility for travel, accommodation and/or other costs incurred due to the rejection of a registrant's visa application.