

# FACE 2018 DELEGATE TERMS & CONDITIONS

## REGISTRATION FORMALITIES

### Pre-registration confirmation

Each attendee registered in advance will receive a confirmation of registration by the congress office. Please bring a copy of your registration confirmation letter at the on-site registration to speed up the process. If you do not have a confirmation letter and there is no record payment receipt by the congress office, you will be required to provide payment on-site, even if you think a payment was remitted previously. Any duplicate payment resulting will be resolved following the meeting.

### On-site registration, badge and congress material pick-up

The congress office registration desk will be located upon arrival on the Ground Level at the QEII Centre. Please keep in mind that on-site registration can be time consuming. Everyone is strongly encouraged to register at least 15 days prior to the congress. You are reminded to bring your confirmation letter with you when you pick up your badge and meeting materials. We recommend that attendees allow sufficient time to pick up their badges prior to the meeting to avoid the missing of any sessions.

### Please wear your badge!

Attendees are required to pick up and wear their conference badges at all times throughout the meeting. No access into the Venue and Congress sessions will be allowed without wearing the badge. This allows us to ensure adequate security for your safety. If you misplace your badge, a replacement fee of £250 will be charged to replace it.

## CANCELLATION POLICY

### Registration Cancellation Condition & Policy

Cancellation must be notified in writing by email uniquely to: [anais.cadin@informa.com](mailto:anais.cadin@informa.com)

- 30 days or more before the event: £50 processing fees on the total registration
- Between 30 to 15 days before the event: 30% cancellation fees on the amount paid will be retained
- From 15 days before to the event date or no show: No refund - except in case of 'force majeure', conditions detailed below.

'Force majeure':

Refunds may be granted by the organiser after evaluation if the participant is unable to attend the event due to a severe accident, close family (children, husband/spouse) illness, or family death.

In such circumstances, please contact [anais.cadin@informa.com](mailto:anais.cadin@informa.com).

In all cases, refunds will still be subject to a minimum 10% processing fee.

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