



## Booking conditions Future Green City world congress 2024

The Future Green City World Congress is an initiative of **Royal Association Stadswerk the Netherlands** and the **Royal Dutch society for garden designers and landscapers (VHG)**, in cooperation with **World Urban Parks (WUP)** and the **International Federation of Municipal Engineering (IFME)**. The logistical organization and participant registration is in the hands of congress organizer VNG Connect. Upon registration you commit to the booking conditions as described in this document.

### 1. Who is who?

If you read 'we', 'us', 'our' or 'VNG' in these terms and conditions, this means VNG Connect with its registered offices at Nassaulaan 12, 2514 JS in The Hague, the Netherlands, registered under chamber of commerce number 27195052. When you read 'you' or 'your', we mean you as a participant in an activity organized by us.

### 2. Registration

You can register for the Future Green City world congress 2024 via the digital registration form on the congress website [www.fgc2024.com](http://www.fgc2024.com). You register for the full four-day conference program (passe-partout), or for a specific day (day ticket). After you have sent the completed registration form, you will automatically receive notification of your registration. Well before the conference you will receive an email confirming your participation with further practical information.

Your registration is binding. This means that you or your employer is obliged to pay the participant fee. You can read the cancellation policy again in article 4 of this terms and conditions. The obligation to pay does not apply if we cannot accept your registration, or due to a cancellation on our part. If your payment has already been made, you will receive a refund of the relevant participation fee.

The organization will check your registration for accuracy. If your registration is incorrect, you will receive a message from the organization. If incorrect enrollment results in a higher rate of participant contribution, you will receive an invoice to pay the additional amount due.

### 3. Participation costs

- The costs for participation, per target group, are listed on the conference website [www.fgc2024.com](http://www.fgc2024.com).
- The amount quoted does not include VAT.
- Payment is made immediately upon registration via online payment option through your bank, by credit card or by invoice.
- If you register for an activity, you are personally responsible for ensuring that the participation fee is paid. You are also responsible for the accuracy and completeness of

the information you enter, including the information needed for a correct invoice.

- If you have not entered this information correctly or completely and we have to adjust the invoice or send a new invoice as a result, we will charge € 50,- (excl VAT) in administration costs.

#### **4. Cancellation & delay**

- Free cancellation of your registration is possible up to 6 weeks prior to the conference (Friday, August 9, 2024). You will receive a full refund of your participation fee.
- The organization does not reimburse costs for travel or accommodation costs already booked.
- The organization reserves the right to cancel sessions. You will be notified of this in advance. You can then choose one of the other sessions. A canceled session does not entitle you to a refund of participation costs.
- If the conference is canceled completely, you will receive a refund of participation fees. Booked travel or accommodation expenses will not be reimbursed.

#### **5. People with disabilities**

If you are disabled or otherwise limited, please mention this on the registration form. We will do our best to take this into account as much as possible.

#### **6. Insurances**

FGC world congress insurance does not cover personal accidents, property, liability and cancellation. Participants must insure themselves for these kind of cases.

#### **7. Privacy**

We handle your personal data with care. In our privacy statement you can read what personal data we collect, for what purposes we do this and what rights you have with regard to recording this data. In addition, you can read which measures we have taken to protect your personal data.

#### **8. Conditions that apply**

We expressly exclude any general (purchase) conditions of you or your employer. By registering you agree to the general terms and conditions of VNG Connect. These conditions can be found at [www.vngconnect.nl](http://www.vngconnect.nl). If the general terms and conditions differ from these booking conditions, the content of these booking conditions applies.

#### **9. Disputes and liability**

If you are dissatisfied with something, we would like to hear about it as soon as possible. We will try to resolve the issue together to prevent it from turning into a dispute. If we have a dispute, it is also our preference to seek a solution together. If that fails, we will submit our dispute to the court in The Hague, or -if another court has jurisdiction by law- to that competent court.

For any damages, for which we are liable, our liability is limited to “direct damages” up to the amount of the conference fee. If we are insured for this liability, our liability is limited to the amount paid out by our insurer.

We are never liable for indirect damage such as consequential damages, lost profits, lost savings, diminished goodwill, damage to reputation or damage due to business

interruption. The above limitations do not apply if we caused the damage ourselves through intentional or deliberate recklessness.

Participants must adhere to the rules of conduct as in effect at the respective event location.

#### **10. In conclusion**

If you have any questions, please feel free to contact us. Below you'll find our contact information.

VNG Connect

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