



## itSMF ANNUAL CONFERENCE 2012 GENERAL TERMS & CONDITIONS

### A. Registration Process and Payment Methods

1. Registrants will be able to select the early bird rate until 20 January 2012 – 23:59 (local time). (Non itSMF Member early Bird rate 300 EUR excl. 21% VAT + free membership\*, itSMF Member early bird rate: 175 EUR excl. 21% VAT)

If payment has not been received by 20 January 2012 – 23:59 (local time)., registrants will be charged the normal registration fee (Non itSMF Member rate 450 EUR excl. 21% VAT + free membership\*, itSMF Member rate: 225 EUR excl. 21% VAT) This applies to registrants submitting bank/wire transfers and credit card payments that are denied.

2. Starting from 20 January 2012 – 23:59 (local time)., registrants will only be able to select the normal registration rate. (Non itSMF Member rate 450 EUR excl. 21% VAT + free membership\*, itSMF Member early bird rate: 225 EUR excl. 21% VAT)
3. The early bird rates and normal registration rates are excluding 21% VAT. All registrants are liable to pay Belgian VAT at 21 %.
4. Attendance fee does not include 21% VAT and covers Welcome coffee, lunch, coffee breaks, Closing cocktail
5. Conference registrations will not be confirmed until the completed form and the correct payment is received and processed by the itSMF Belgium organisation.
6. The itSMF Belgium organisation cannot be responsible for your spam filters blocking your confirmation email. Please be sure your spam filters will allow mail from itSMF Belgium (@itsmfconference.be) and TMAB Business Events (@tmab.be)
7. Note that the registration fee has to be paid before the conference.
8. Note that hotel registration fees have to be paid before 9 March 2012. Your room will only be booked upon receipt of the payment.

\* The free membership offered for non itSMF Members includes an individual membership from 15 March 2012 till 1 March 2013

### B. Cancellation Policy

Conference registration can be cancelled only in writing to:

**TMAB Business Events cvba/scri**

Katleen De Coster

Neringstraat 15

B-1840 LONDERZEEL

Tel: +32 (0) 52/65 00 37 / Fax: +32 (0) 52/65 00 30

E-mail: [katleen@itsmfconference.be](mailto:katleen@itsmfconference.be)

#### Notice of Cancellation

7 days prior to commencement of the event  
15 days prior to commencement of the event  
30 days prior to commencement of the event

#### Administrative Charge %

100%  
50%  
30%

# itSMF BELGIUM

Annual IT Service Management Conference

*Live the Business*



Substitutions may be made at any time. If you wish to substitute a participant, please contact the itSMF Belgium Organisation ([katleen@itsmfconference.be](mailto:katleen@itsmfconference.be)) at the earliest opportunity.

## C. Hotel supplements

Extra costs and supplements are not included in the conference 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. Conference programme

The itSMF Belgium organisation reserves the right to amend any part of the Conference programme if necessary at any time.

## E. Language

The conference language will be English.

## F. Participation and Behavior on the itSMF Conference

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

## G. Personal Information

1. Please note that credit card information will NOT be stored in the itSMF-database.
2. E-mail addresses will be used to circulate last minute details, for announcements of future itSMF conferences and will be distributed to the main sponsors of the conference.
3. If you would like your record to be deleted after the conference, please notify DELETE itSMF CONTACT by email ([katleen@itsmfconference.be](mailto:katleen@itsmfconference.be)) or in writing to the itSMF Belgium organisation.

## H. Personal Property

itSMF Belgium 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 Conference or related events.

In the event of industrial disruption or other unforeseen circumstances, itSMF Belgium 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

The itSMF Belgium organization and local co-organisers cannot be responsible for healthcare, dental and ambulance services during the conference. 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, itSMF Belgium 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.