

Participation and cancellation policy

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1. Participation and cancellation policy

1.1. Participation and cancellation policy for attendees

Unless stated otherwise in the product description, the contracting party for customers purchasing tickets for in-person events is CSEM SA – Jaquet Droz 1 – 2002 Neuchâtel - Switzerland.

Once we have received your registration, we will send you an email with your registration documents.

1.1.1. Payment by invoice

The attendance fees shall be due for payment without deduction upon receipt of the invoice. Please transfer the invoice amount before the date of the event. Admission to the event can only be granted if a transaction of payment to the specified bank account has been completed, or proof of payment can be provided.

CSEM SA reserves the right to make any changes for urgent reasons.

1.1.2. Discounts for students

The following provisions apply to student discounts: Students enrolled at an accredited university shall be eligible for the discounted student conference fee. Student discounts shall be granted at the organizers' discretion and proof of status (enrollment certificate or student ID) is required. Students will be sent a link or an email address which they can use to submit a scan of the proof for this purpose. In addition, they must present their original proof document at the door to receive their name badge. Any discounts shall be requested at the time of registration; subsequent discounts will not be awarded.

1.1.3. Cancellation

If the attendee cancels the registration up to 30 calendar days before the start of the event, we will not charge a cancellation fee. Return transfers of attendance fees that have already been paid are subject to a processing fee of €50 plus VAT. In the event of cancellation between 30 and 15 calendar days prior to the start of the event, we will charge a processing fee of €120 plus VAT. If attendees withdraw 14 calendar days or less prior to the start of the event, or in the event of non-attendance without withdrawal, the full attendance fee will be charged, unless evidence of a different amount of damages or expenses is provided. All cancellations must be made in writing. Admission to the event may be transferred to a substitute attendee at any time before the start of the event.

1.1.4. Liability

CSEM SA shall only be liable for any property damage or financial loss for which CSEM SA is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Neuchâtel.

1.1.5. [Still photos, videos and sound recordings](#)

Please note that still photos, videos and/or sound will be recorded during the event, which may be published for the purposes of reporting, general public relations and advertising. If you do not consent to the creation and use of such recordings, please indicate this clearly.

Press photographers must obtain permission from the organizers. Photographs and sound recordings not intended for private use are prohibited; exceptions require the written permission of the conference host.

CSEM SA reserves the copyrights and all other rights to conference content, website content, databases and trademarks. The user is not allowed to copy content or make it available to third parties via the internet contrary to applicable copyright regulations.

1.1.6. [Prohibition of disclosure of personal attendee access data / account blocking in the event of multiple use or copyright infringement](#)

The access data that you have received for download areas and similar internal areas of an event of CSEM SA are personalized, exclusively reserved for direct customers of CSEM SA and non-transferrable.

Should you pass your personal attendee access data on to third parties before, during or after the conference and/or pass on or duplicate downloaded data from closed areas or make prohibited recordings of videos, Conexio-PSE GmbH has the right to permanently and irrevocably invalidate your personal attendee access data.

In this case, your participant fee will not be refunded.

It is strictly forbidden for the user to copy content or make it available to third parties on the internet in violation of applicable copyright laws.

CSEM SA reserves the right to file charges, among others, for copyright infringement and violation of personal rights.

For the use of the download area, CSEM SA assumes no liability for the accuracy, completeness and timeliness of content, for unrestricted availability of the websites and the functions, content and offers therein. This also applies if interruptions or failures occur due to malfunctions and maintenance.

Please note the following supplementary information on the participation and cancellation policy for poster presenters, speakers, exhibitors and sponsors.

1.2. [Supplementary participation and cancellation policy for poster presenters and speakers](#)

The conference advisory / reviewing committee will evaluate the submitted abstracts and compile a program of lectures and scientific posters from the accepted proposals as well as additional invitations.

All accepted submissions will be published with equal coverage in the (digital) conference documentation / proceedings.

The conference advisory / reviewing committee reserves the right to accept or reject submissions for lectures or posters. Cancellations shall only be admissible for important reasons.

If speakers and poster supervisors of the submissions accepted by the conference advisory committee (one person per accepted submission) are automatically registered as conference attendees, they shall receive an invoice for the discounted attendance fee from CSEM SA.

The complete General Terms and Conditions may already have been included in the call for papers and actively accepted when the submission was uploaded.

Any other agreements for speakers are subject to a separate speaker agreement.

Place of performance and jurisdiction is Neuchâtel.

Complete submissions must be uploaded to the conference website by a deadline set and clearly communicated by the organizers and in accordance with the given requirements. Acceptance of the abstract does not guarantee acceptance of the paper for the conference literature / proceedings. All submissions must comply with the guidelines provided by the conference literature publisher and will be subject to a separate scientific review process. This review process includes the possibility of the paper being returned to the authors with a request for corrections/changes, or being rejected. Such corrections/changes shall be returned by the deadline provided, otherwise the paper will be rejected. Further information on the review criteria can be found on the conference website.

1.3. Supplementary participation and cancellation policy for exhibitors

Upon receipt of your registration as an exhibitor at CSEM's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the exhibition fee shall be due for payment without deduction upon receipt of the invoice. Participation as an exhibitor at CSEM's events will not be permitted until the exhibition fee has been paid.

Any exhibition fee payments made are non-refundable. Costs incurred from non-attendance, premature termination of the exhibition or participation in the event or problems accessing the conference platform shall not be refunded.

Termination of this agreement for any reason shall not affect any accrued rights or claims of either party to this agreement against the other.

A substitute exhibitor may only participate with CSEM SA's express permission.

If the conference cannot take place or is postponed due to events beyond the organizer's control (force majeure), if the conference is canceled by the organizer or if the online platform becomes inaccessible, the organizer may, at its sole discretion, determine and reimburse to the exhibitors the pro rata amount of the exhibition fees received that remains after deducting the costs incurred. In no event shall the amount of reimbursement to the exhibitor exceed the amount of the fee paid.

CSEM SA shall only be liable for any property damage or financial loss for which CSEM SA is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Neuchâtel.

The organizers shall only be liable for damage resulting from the violation of contractual obligations caused by gross negligence or intent. Liability shall be limited to the amount of the order sum from this exhibitor contract. The organizers shall not be liable for non-material damage. Neither party shall be liable or

responsible for the actions of the other party in the performance of this agreement, in particular but not limited to any legal, financial or other obligations incurred by the other party in signing this agreement.

In the event of non-attendance without withdrawal, the full exhibition fee will be charged, unless evidence of a different amount of damages or expenses is provided. A substitute exhibitor may only participate with CSEM SA's express permission. If registration is canceled up to 6 weeks prior to the start of the event, we will not charge a cancellation fee.

In the event of later withdrawal, or non-attendance without withdrawal, the full exhibitor fee will be charged.

Should the exhibiting company introduce a short-notice change to its travel policy which was not in place when the exhibition was booked, cancellation will still be possible free of charge after the deadline of 6 weeks prior to the event. In this case, the company must present proof of its new travel policy.

1.4. Supplementary participation and cancellation policy for sponsors

Upon receipt of your registration as a sponsor at CSEM SA's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the sponsorship fee shall be due for payment without deduction upon receipt of the invoice. Participation as a sponsor at CSEM SA's events will not be permitted until the sponsorship fee has been paid. In the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided. Cancellation is not possible.

CSEM SA shall only be liable for any property damage or financial loss for which CSEM SA is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The organizers shall only be liable for damage resulting from the violation of contractual obligations caused by gross negligence or intent. Liability shall be limited to the amount of the order sum from this sponsorship contract. The organizers shall not be liable for non-material damage. Neither party shall be liable or responsible for the actions of the other party in the performance of this agreement, in particular but not limited to any legal, financial or other obligations incurred by the other party in signing this agreement.

If registration is canceled up to 6 weeks prior to the start of the event, we will not charge a cancellation fee.

If sponsors withdraw later, or in the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided.

Should the sponsoring company introduce a short-notice change to its travel policy which was not in place when the sponsorship was booked, cancellation will still be possible free of charge after the deadline of 6 weeks prior to the event. In this case, the company must present proof of its new travel policy.