



## TERMS & CONDITIONS: EVENTS

When purchasing a ticket to an event of ESSMA, you agree with the following terms & conditions.

1. In order to take part at any event organized by ESSMA, it's obliged to be an ESSMA member. To become a member please contact ESSMA via [contact@essma.eu](mailto:contact@essma.eu).  
In case a non-member buys a ticket ESSMA will notify the buyer and immediately cancel the purchase and the matching registration.
2. Tickets can only be purchased online, via the ticketing tool provided on the ESSMA website. ([www.essma.eu/events](http://www.essma.eu/events)).
3. Tickets should be brought to the event; they will be scanned upon arrival at the venue. (We encourage you to bring / download the ticket on your mobile.)
4. Tickets are name based and cannot be passed to someone else.  
A name change is possible until 4 business days before the event.
5. Name changes are free of charge. Contact ESSMA via [events@essma.eu](mailto:events@essma.eu).  
Send us the necessary details and we will process the name change as quickly as possible.
6. Payment of the tickets are processed in the ticketing tool on the ESSMA website ([www.essma.eu/events](http://www.essma.eu/events)).  
Payments can be processed via Credit Card, PayPal or bank transfer.  
**Please note** in order to pay by bank transfer, you should activate the payment 'by invoice'. You will receive the ticket(s) and the invoice directly after the registration process. The tickets in this message are not valid yet and will not scan at the entrance. Once ESSMA has received your bank transfer your tickets will be activated. Therefore, it is from the utmost importance to process the payment before the event.
7. VAT & Administration fee
  - a. The price excludes the administration fee
  - b. The price excludes any additional costs linked to your chosen payment method.
  - c. The price excludes VAT (applies to Belgian companies only).



8. Hotel reservations for events:

ESSMA offers an online tool for hotel reservation on their website. This tool is customized per event. It offers an overview of the location of the preferred hotel, including a direct link to book this hotel, but also a visual of other hotels in the proximity of the venue.

- a. The ESSMA workshops: ESSMA selects a hotel for the workshops. The hotel creates a direct link to book rooms, at a favorable rate. All reservations via this way are made directly with the hotel. ESSMA is not responsible in any way for the booking made by their members and/or partners.

The rate offered to the participants of the event, is only valid until 30 days before the event.

- b. The ESSMA Summit: ESSMA offers a limited number of rooms in their ticketing tool on the ESSMA website. These rooms are only on sale via ESSMA, without any obligation.

9. Cancellation policy:

a. Event Ticket:

- Up to 2 weeks before the event, free cancellation of the event ticket
- Less than 2 weeks before the event: the cost of the event ticket will be converted into spending budget for a next ESSMA event. No reimbursement will be made.
- 4 business days or less before the event: 100% cancellation fee.  
(Within this deadline the ticket is non-refundable and also will not be converted into spending budget.)

b. Hotel reservations:

All cancellations of hotel will be done according to the cancellation policy of the hotel. ESSMA has no liability in any hotel reservations.

10. Liability note:

ESSMA reserves the right to cancel, defer or modify the event proceedings without prior notice.