

Terms and conditions

When you, as a participant, purchase a ticket from Stichting JCI EC The Hague 2027, with Chamber of Commerce number: 99021218 (hereafter: JCI) for EC 2027 in The Hague at various locations such as Fokker Terminal (hereafter: locations), the following terms and conditions apply between us.

If you purchase the ticket for another person, you warrant that you may represent them, that you may pass on your/participant's details, and you are responsible for ensuring that the participant complies with these conditions, and you offer full compensation for any damage caused by the Participant.

1. Participation

Participation in the 2027 JCI European Conference The Hague, The Netherlands (hereafter: the EC2027) is possible exclusively by ordering a ticket in the name of the holder at the price and (any) surcharges via this website. Various tickets are offered that provide the opportunity to attend the indicated parts of the EC2027, ranging from the entire congress to a selection of parts.

The ticket does not entitle the participant to participate in any activities other than those indicated on the ticket and for which payment has been made, and does not include, unless explicitly stated otherwise, food, drinks, goods, or services purchased (by the participant themselves) during EC2027. Such costs are the responsibility of the participant, not JCI.

In certain cases, the e-mail from JCI serves as a ticket. As a participant, you must print the ticket or e-mail yourself and bring it with you to EC2027. If a participant misses parts of EC2027 that are included in the purchased ticket, no refund will be granted. Participation is only complete once the participant has paid the ticket costs. Purchasing a ticket in any way implies that you, as/on behalf of the participant, accept the applicability of these terms and conditions. Participants are responsible for booking their own accommodation.

The ticket does grant permission to enter the Netherlands. For more information on obtaining a visa, JCI refers to the website of the Dutch Government www.netherlandsworldwide.nl.

2. Audio and video recording

Participants in EC2027 are aware that audio and video recordings are being made and that they may be recorded. You explicitly and irrevocably agree that video and/or audio recordings will be made of people (and thus possibly also of you/participant) during and around the event, and that these will be distributed or exploited via all possible forms of media, for example for reporting via social media or the press regarding EC2027 and (other events of) JCI, and for an indefinite period by/for the association JCI Netherlands. JCI and the association JCI Netherlands endeavor to ensure that participants are portrayed in a reasonable manner, without participants or you being entitled to royalties or compensation. JCI does not sell such photo and video recordings to third parties for commercial purposes.

3. Personal data

Personal data provided by the participant during the purchase of a ticket are used to realize EC2027, event management purposes, registration, communication, post event surveys and other related activities. Furthermore, personal data are used for communication with the participant, to send information and documents, and for administrative matters.

JCI (and involved locations) will process personal data carefully, in accordance with applicable privacy laws and regulations. JCI endeavors to provide an appropriate level of protection but cannot guarantee that the measures it has taken will prevent loss or unlawful processing by unauthorized persons under all circumstances. JCI will handle a request or objection regarding a participant's or data subject's personal data in accordance with applicable privacy laws and regulations.

4. Cancellation of conference by participants

Cancellation must be made in writing via e-mail to delegates@jciec2027.com. For a valid/timely cancellation request, it is decisive that the request is received and approved in a timely manner, which will be confirmed by JCI via e-mail. The confirmation and approval or rejection will take place within a reasonable period.

It is possible to have another person participate in the congress in the event of inability to attend, provided that this is communicated to JCI in advance (via e-mail at delegates@jciec2027.com) and JCI has agreed to this. This is separate from the regulations regarding the meeting.

5. Refund policy

Flash Promo tickets:

The Flash Promo ticket (€ 425) is non-refundable under any circumstances. This promotional rate is only available during EC2027 and must be purchased via the website www.jciec2027.com. No exceptions will be made.

Standard tickets:

Refunds for standard tickets (Early Bird, Regular, and Late Bird) will be granted as follows:

- 75% refund if requested up to the Early Bird deadline.
- 50% refund if requested up to 60 days before the Opening Ceremony.
- 25% refund if requested up to 30 days before the Opening Ceremony.
- 0% refund if requested 30 days or less before the Opening Ceremony.

Exceptions:

- A 75% refund may be granted in cases involving documented illness or the death of an immediate family member.
- A 50% refund will be issued to participants who fail to obtain a visa, provided JCI World Headquarters is notified by 16 April 2027. No visa-related refunds will be considered after this date.

All refund requests must be submitted in writing to delegates@jciec2027.com and include supporting documentation.

Refunds will be processed within 30 business days and issued using the original payment method.

6. Cancellation of congress by the organization

The organization has made every effort to make EC2027 a wonderful event but reserves the right to modify or cancel the program for valid reasons or due to force majeure. This includes, but is not limited to, the right to suspend the execution of your order at its own discretion, or to dissolve the agreement without judicial intervention. Force majeure is understood to mean any failure to perform which cannot be attributed to JCI because it is not due to its fault and is not for its account pursuant to the law, legal act, or generally accepted views, for example, due to shortcomings of JCI's suppliers or government measures.

Should this occur, participants will be notified as soon as possible. If the congress is cancelled, JCI will communicate about a possible refund plan as soon as possible. In the event of force majeure, the Participant cannot derive any rights to compensation or refund from JCI, nor is JCI obliged to do so in any way, unless this would be unacceptable in the given circumstances according to standards of reasonableness and fairness.

7. Special provisions, liability

The Participant must conduct themselves as a good and orderly visitor to events and comply with instructions given by or on behalf of JCI or by staff of the location where EC2027 takes place or a part of the Event, including the competition, as well as by the competent authority regarding the house rules, for safety and the fair conduct of the competition. The Participant maintains respectful behavior towards all participants, staff, and organizers. Any form of harassment, discrimination, or inappropriate conduct will result in immediate disciplinary action, including removal from the event without a refund.

The Participant visits and participates in EC2027 entirely at their own risk. JCI shall not be liable for damage incurred by the Participant during the journey to or from the event, activities, or attendance thereof. JCI does not undertake to secure or insure the Participant's belongings; the Participant is always entirely responsible for their own belongings.

Participants ensure that potential adverse effects of EC2027 on the surroundings and the environment are prevented and kept to a minimum as much as possible. Waste liquids, parts, materials, and objects must be taken away by the participant or deposited in designated waste containers. If nuisance, damage, or an accident occurs, the participant is obliged to report this immediately to JCI and/or the venue, providing all relevant details and cooperating in resolving the matter. Any damage found will be recovered from the participants involved.

Although JCI does its best, it makes no guarantees regarding access and organization of EC2027, the continuation, course, and content of components, nor regarding refreshments provided by venues or others, nor regarding the conduct of events in and around the venue, and

cannot be held liable for this, unless there is demonstrable evidence of intent and willful recklessness on the part of JCI.

JCI is not responsible for any personal injury, property damage, loss, or theft that may occur during EC2027.

8. Code of Conduct

The Participant adheres to the [JCI Event Code of Conduct](#) and Harassment Policy, which ensure a safe, respectful, and inclusive EC2027 for all participants. It includes the procedure to report any incidents of harassment of inappropriate behavior.

9. General provisions

These terms and conditions and all legal relationships between JCI and you/the participant are governed exclusively by Dutch law. The organization is entitled to unilaterally amend these Terms and Conditions. In that case, the organization will notify the participant of the changes in a timely manner. There shall be at least one month between this notification and the entry into force of the amended terms and conditions. If the change results in the provision of a service to the participant that differs substantially from the original service, the participant has the right to dissolve the agreement as of the date the amended terms and conditions enter into force.

This website has been compiled with the greatest possible care; however, the organization of the congress accepts no liability whatsoever for any errors. This also includes the fact that JCI cannot be held liable for incorrect price indications, such as obvious typographical or printing errors. No rights can be derived from unlawful price information.

Website notification:

Terms and conditions

By proceeding with your registration, you agree to the following terms and conditions for EC2027.

By completing your registration, you confirm that you have read and accepted these terms.

Personal data policy

This policy describes how JCI collects and processes personal data. With this privacy policy, JCI complies with its obligation to inform you of how we process your personal data.

When you register for EC2027, the data you have entered is transferred to and saved in JCI's system Brella. JCI is the data controller and YYY is the data processor, with whom JCI has a processor agreement.

The data is used to handle your registration and communicate about the event you have registered for. The data will be stored to enable us to find your registration again if you cancel your registration or the event is changed and/or cancelled.

The personal data processed by JCI are business name, name, address, email address and phone number. In addition, sensitive personal data may be entered in the comments field, e.g. dietary restrictions and any physical considerations or disabilities. The data is used to handle your registration and communicate with the venue, place of accommodation, transport operator etc. about the event you have registered for.

By registering for EC2027, you agree that the data you enter will be transferred and stored in JCI's internal IT systems and shared with JCI International and the association JCI The Netherlands for further processing.

JCI does not disclose the personal data to third parties. The only exceptions to this are third parties who use the data by order of the organizer, e.g. a conference app supplier, venue, hotel,

printing firm or similar, or if you have specifically indicated that you accept use of the data e.g. for distribution of a newsletter and/or inclusion on a list of participants.

If you want a third party to delete any sensitive personal data after the end of the event, you are responsible for notifying the third party of this.

In accordance with applicable law on the handling of accounting data, JCI stores your data for up to five years after the event. However, sensitive personal data is deleted from JCI's internal IT systems and Woocommerce no later than three months after the end of EC2027. As a data subject, you are always entitled under the applicable law to see what JCI has registered about you and to object to registration.