

Terms and Conditions

JCI European Conference The Hague 2027 (EC2027)

Effective as of 10 August 2026, 00:01 (The Hague, the Netherlands time). This version supersedes all prior versions. See the Version History at the end of this document for a summary of changes.

Parties and Definitions

The 2027 JCI European Conference The Hague, the Netherlands (“**EC2027**” or the “**Event**”) is organized by **Stichting JCI EC The Hague 2027**, registered with the Dutch Chamber of Commerce (KvK) under number 99021218 (hereafter: the “**Organizer**”). These terms and conditions (“**Terms**”) govern the relationship between the Organizer and any person who purchases a ticket for, or otherwise participates in, EC2027 (hereafter: “**you**” or the “**Participant**”).

The following defined terms are used throughout these Terms:

- **"Organizer"**: Stichting JCI EC The Hague 2027 (KvK 99021218), the Dutch foundation responsible for organizing, staging and administering EC2027, including ticket sales, venue arrangements and event communications.
- **"JCI"**: Junior Chamber International, Inc., the international not-for-profit parent organization of the worldwide JCI network. JCI is referenced in these Terms only where a provision specifically concerns JCI at the international level (for example, JCI World Headquarters visa-refund notifications under Article 5).
- **"Association"**: the Association JCI The Netherlands, the national JCI membership organization for the Netherlands. The Association is a separate legal entity from the Organizer and **is not involved in organizing EC2027**. References in earlier drafts of these Terms to “the association JCI Netherlands” as an organizer or routine recipient of participant data have been corrected accordingly — see the Version History.
- **"Brella"**: the event application made available to Participants (via mobile phone) for EC2027, used for the event program, scheduling, networking and event-related notifications. Brella is provided by a third-party supplier acting as the Organizer's data processor and operates in a GDPR-compliant manner, as further described in Article 10.
- **"WooCommerce"**: the e-commerce platform (a plugin operating on the Organizer's website, www.jciec2027.com) used to process ticket sales, payments and related registration data. WooCommerce is likewise a data processor acting on the Organizer's instructions, as further described in Article 10.
- **"Locations"**: the venues at which EC2027 or parts of it take place, including but not limited to the Amare (The Hague), the Fokker Terminal (The Hague).

If you purchase a ticket on behalf of another person, you warrant that you are authorized to represent that person and to pass on their details, and you remain responsible for ensuring that the Participant complies with these Terms. You indemnify the Organizer in full for any damage caused by the Participant.

1. Participation

Participation in EC2027 is possible exclusively by ordering a ticket in the name of the holder, at the listed price and any applicable surcharges, via the Organizer's website. Various ticket types are offered, ranging from full access to the congress to a selection of parts.

A ticket only entitles the Participant to attend the parts of EC2027 indicated on that ticket and for which payment has been made. Unless explicitly stated otherwise, a ticket does not include food, drinks, goods or services purchased by the Participant during EC2027; such costs are the Participant's own responsibility and are not covered by the Organizer.

In certain cases, confirmation e-mail from the Organizer serves as the ticket. The Participant must print the ticket or e-mail, or keep a digital copy readily accessible, and bring it to EC2027. If a Participant misses parts of EC2027 included in their ticket, no refund will be granted for the missed portion. Participation is only complete once the ticket has been paid for in full. Purchasing a ticket, in any manner, constitutes acceptance of these Terms by you and, where applicable, on behalf of the Participant.

Participants are responsible for booking and paying for their own accommodation, unless expressly agreed otherwise in writing with the Organizer.

A ticket does not, by itself, grant any right or permission to enter or reside in the Netherlands. Participants who require a visa to enter the Netherlands are solely responsible for determining whether a visa is required and for applying for and obtaining it in good time before EC2027. For guidance, the Organizer refers Participants to the website of the Dutch Government: www.netherlandsworldwide.nl. The Organizer can, on request, provide a letter of invitation to support a visa application, but this does not constitute any guarantee of visa approval, and the Organizer accepts no liability if a visa is refused, delayed, or not obtained in time (see also the visa-related refund provision in Article 5). In case a visa is needed, please contact our visa desk via visa@jciec2017.com.

A minimum age applies for participation in EC2027; where a Participant is a minor under the law of their country of residence, participation is only permitted with the prior written consent of a parent or legal guardian, provided in advance to the Organizer.

2. Audio and Video Recording

Participants in EC2027 acknowledge that audio and video recordings are made during and around the Event and that they may be recorded. By participating, you explicitly and irrevocably agree that such recordings may be distributed or exploited via all forms of media — for example, for reporting via social media or the press regarding EC2027 and other JCI events — for an indefinite period, by or on behalf of the Organizer.

The Organizer endeavors to portray Participants in a reasonable manner. Participants are not entitled to royalties or compensation for such recordings. The Organizer does not sell such photo or video recordings to third parties for commercial purposes.

3. Personal Data

Personal data provided by a Participant when purchasing a ticket is used to organize and run EC2027, for event management, registration, communication, post-event surveys and related activities, and for administrative purposes. A full description of what data is collected, why, for how long, and what rights Participants have is set out in the Privacy Policy in Article 10 of these Terms.

4. Cancellation of Conference by Participants

Cancellation must be requested in writing by e-mail to delegates@jciec2027.com. For a cancellation request to be valid and timely, it must be received and approved by the Organizer within a reasonable period, which approval or rejection will be confirmed by e-mail.

If a Participant is unable to attend, another person may participate in their place, provided this substitution is communicated to the Organizer in advance (via delegates@jciec2027.com) and the Organizer agrees to it. This substitution option is separate from, and does not affect, the refund provisions in Article 5.

5. Refund Policy

Flash Promo tickets

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

Standard tickets

Refunds for standard tickets (Early Bird, Regular and Late Bird) are 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 of 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 are processed within 30 business days and issued using the original payment method.

Right of withdrawal: because EC2027 is a leisure event taking place on specific dates, the statutory 14-day withdrawal right for online consumer purchases (under the EU Consumer Rights Directive, as implemented in Dutch law) does not apply to ticket purchases. The refund provisions above instead govern cancellation.

6. Cancellation of Congress by the Organizer

The Organizer makes every effort to deliver EC2027 as planned but reserves the right to modify or cancel the program for valid reasons or due to force majeure, including the right to suspend performance of an order at its own discretion or to dissolve the agreement without judicial intervention. Force majeure means any failure to perform that cannot be attributed to the Organizer because it is not due to the Organizer's fault and is not for the Organizer's account under law, legal act, or generally accepted views — for example, shortcomings of the Organizer's suppliers or government measures.

Should this occur, the Participants will be notified as soon as possible. If EC2027 is cancelled, the Organizer will communicate a possible refund plan as soon as possible. In the event of force majeure, the Participant cannot derive any right to compensation or refund from the Organizer, nor is the Organizer obliged to provide one, unless withholding it would be unacceptable under standards of reasonableness and fairness given the circumstances.

7. Special Provisions; Liability

The Participant must conduct themselves as a good and orderly visitor and comply with instructions given by or on behalf of the Organizer, by staff of the Locations, or by the competent authority, regarding house rules, safety and the fair conduct of the Event, including any competition. The Participant maintains respectful behaviour 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 attends and participates in EC2027 entirely at their own risk. The Organizer is not liable for damage incurred by the Participant during travel to or from the Event, or during activities or attendance. The Organizer does not insure or secure the Participant's belongings; the Participant is at all times responsible for this themselves.

Participants must ensure that any adverse effect of EC2027 on the surroundings and environment is prevented and minimized. Waste liquids, parts, materials and objects must be removed by the Participant or deposited in designated waste containers. Any nuisance, damage or accident must be reported immediately to the Organizer and/or the venue, with the Participant providing relevant details and cooperating in resolving the matter. Any damage found will be recovered from the Participants involved.

Although the Organizer does its best, it makes no guarantees regarding access to or organization of EC2027, the continuation, course or content of its components, refreshments provided by venues or others, or the conduct of persons in and around the venue, and cannot be held liable for these matters, unless there is demonstrable evidence of intent or willful recklessness on the part of the Organizer.

The Organizer is not responsible for any personal injury, property damage, loss or theft occurring during EC2027.

8. Code of Conduct

The Participant adheres to the JCI Event Code of Conduct and Harassment Policy, which is intended to ensure a safe, respectful and inclusive EC2027 for all participants, and which includes the procedure for reporting incidents of harassment or inappropriate behavior.

9. General Provisions

These Terms, and all legal relationships between the Organizer and you or the Participant, are governed exclusively by the laws of the Netherlands. Any dispute arising from or in connection with these Terms will be submitted to the competent court in the district where the Organizer is registered, unless mandatory law provides otherwise.

The Organizer may unilaterally amend these Terms. In that case, the Organizer will notify Participants of the changes in a timely manner, with at least one month between notification and the entry into force of the amended Terms. If a change results in 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 enter into force.

If any provision of these Terms is or becomes invalid or unenforceable, the remaining provisions remain in full force, and the invalid provision will be replaced by a valid provision that most closely reflects its intended purpose.

These Terms constitute the entire agreement between the Organizer and the Participant regarding EC2027 and supersede any prior agreements or understandings on the same subject, save for any separate written agreement expressly stated to prevail.

Where these Terms are made available in more than one language, the English-language version prevails in the event of any inconsistency, unless mandatory Dutch consumer-protection law requires otherwise.

The Organizer's website has been compiled with the greatest possible care; however, the Organizer accepts no liability for errors, including incorrect price indications such as obvious typographical or printing errors. No rights can be derived from unlawful price information.

By proceeding with registration, you confirm that you have read, understood and accepted these Terms, including the Privacy Policy in Article 10.

10. Privacy Policy

This Privacy Policy describes how the Organizer collects and processes personal data in connection with EC2027, and how the Organizer complies with the General Data Protection Regulation (“**GDPR**”) and applicable Dutch implementing legislation.

10.1 Data controller

The Organizer, Stichting JCI EC The Hague 2027 (KvK 99021218), is the data controller for personal data collected in connection with EC2027 registration and participation. For questions or requests regarding your personal data, please contact privacy@jciec2027.com.

10.2 What data is collected

The Organizer processes the following categories of personal data:

- **Identification and contact data:** name, business name, address, e-mail address and phone number.
- **Registration and payment data:** ticket type, order and payment details, processed via WooCommerce (see 10.5).
- **Special category data (where voluntarily provided):** information entered by the Participant in comment or free-text fields, such as dietary restrictions or physical considerations and disabilities. This data is only processed with the Participant's explicit consent, given by voluntarily providing it, and only to the extent necessary to accommodate the Participant during EC2027 (e.g., with caterers or accessibility arrangements).
- **Event-app usage data:** data generated through use of Brella (see 10.5), such as session sign-ups and networking interactions, to the extent a Participant uses those features.

10.3 Purpose and legal basis

The Organizer processes personal data on the following legal bases:

- **Performance of a contract (Art. 6(1)(b) GDPR):** to process ticket orders, register Participants, and organize and deliver EC2027, including communication about the Event, coordination with venues, accommodation and transport providers, and post-event surveys.
- **Legal obligation (Art. 6(1)(c) GDPR):** to meet accounting and record-keeping obligations under Dutch law.
- **Explicit consent (Art. 9(2)(a) GDPR):** for any special category data voluntarily provided (e.g., dietary or accessibility information), and for optional communications such as a newsletter or inclusion on a participant list, which a Participant may opt into or out of separately.
- **Legitimate interest (Art. 6(1)(f) GDPR):** for basic event administration and safeguarding the security of Participants and venues during EC2027.

10.4 Sharing of personal data

The Organizer does not sell or disclose personal data to third parties for their own commercial purposes. Personal data is shared only with:

- **Processors engaged by the Organizer** to deliver EC2027, such as Brella (event app) and WooCommerce (ticketing and payment platform), and, where relevant, the venue, accommodation providers, transport operators, and printing suppliers — each solely to the extent needed to perform their role, and under a data processing agreement with the Organizer.
- **JCI (international)** only where necessary for international event administration or accreditation purposes directly related to EC2027 (for example, official JCI event records).
- **Recipients you have specifically opted into**, such as a newsletter distribution list or a published list of participants, only where you have given explicit consent for that specific use.

The Association JCI Netherlands is not involved in organizing EC2027 and, other than where a Participant is separately a member of the Association and expressly consents, does not routinely receive Participant personal data collected for EC2027.

10.5 Processors: Brella and WooCommerce

Brella is the official event application made available to Participants on their mobile phone for EC2027. It is used for the event program, session scheduling, networking between Participants, and event-related push notifications. Brella acts as a data processor on the Organizer's instructions, under a data processing agreement, and Brella's processing of personal data is GDPR-compliant. Data entered into Brella (such as registration details transferred to it, and any profile or networking information a Participant chooses to add) is used only for EC2027 and related event purposes.

WooCommerce is the e-commerce platform (operating as a plugin on the Organizer's website, www.jciec2027.com) through which tickets are sold and payments processed. Registration and payment data entered during checkout is stored in WooCommerce as a data processor acting on the Organizer's instructions. WooCommerce data is retained in line with the retention periods set out in 10.6 below.

10.6 Data retention

In accordance with Dutch law on accounting records, the Organizer retains registration and payment data for up to five years after EC2027. Special category data (such as dietary or accessibility information) is deleted from the Organizer's internal systems and from WooCommerce no later than three months after the end of EC2027. If a Participant would like a third-party processor (such as Brella) to delete special category data after the Event, the Participant is responsible for notifying that processor directly, or may request the Organizer to do so on their behalf.

10.7 Security

The Organizer processes personal data carefully and in accordance with applicable privacy laws, and takes appropriate technical and organizational measures to protect it. The Organizer cannot guarantee that these measures will prevent all loss or unlawful processing by unauthorized persons under all circumstances.

10.8 Your rights

Under the GDPR, you have the right to:

- access the personal data the Organizer holds about you;
- request rectification of inaccurate or incomplete data;
- request erasure of your data, where applicable;
- request restriction of processing, where applicable;
- object to processing based on legitimate interest;
- data portability, where processing is based on consent or contract and carried out by automated means;
- withdraw consent at any time, without affecting the lawfulness of processing before withdrawal.

To exercise any of these rights, contact privacy@jciec2027.com. The Organizer will respond within the timeframes required by applicable law. You also have the right to lodge a complaint with the Dutch Data Protection Authority (*Autoriteit Persoonsgegevens*, www.autoriteitpersoonsgegevens.nl) if you believe your data has been processed unlawfully.

Version History

This section summarizes material changes made to these Terms over time.

Version	Effective date	Summary of changes
1.0	[original publication date]	Initial publication of the EC2027 Terms and Conditions.
2.0	17 August 2026, 00:01 (The Hague time)	• Corrected Article 1: a ticket does not grant permission to enter the Netherlands; visa applications (if required) are the Participant's own responsibility. • Introduced defined terms “Organizer” (Stichting JCI EC The Hague 2027), “JCI” (JCI Inc., international), and “Association” (Association JCI The Netherlands), and applied

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		them consistently, replacing ambiguous use of “JCI” throughout. • Clarified that the Association JCI The Netherlands is a separate legal entity and is not involved in organizing EC2027; removed it as a routine recipient of participant personal data. • Added this effective-date and version-history mechanism. • Defined Brella as the GDPR-compliant event application used by delegates, and described its role as a data processor. • Defined WooCommerce as the ticketing/e-commerce platform and data processor used on the Organizer’s website. • Substantially expanded the Privacy Policy (Article 10): added legal bases, data categories, processor list, retention detail, and a full data-subject-rights section with a supervisory-authority reference. • Added a minimum-age/parental-consent clause, an EU right-of-withdrawal exemption note, and general-provisions additions (jurisdiction, severability, entire agreement, language precedence). • Minor corrections: consistent capitalization of “Participant,” and typographical fixes.