

PAYMENT OF DELEGATE PLACE

1. Payment must be received by ESN prior to the conference. ESN reserves the right to deny access to the conference to any delegate who has not paid their Contribution Request before the start of the conference.
2. If payment is made shortly before the conference (e.g. up to seven working days before the conference), delegates are required to bring evidence of this payment to the conference in case the payment has not yet been recorded by ESN.
3. If registration occurs too close to the conference and payment could not be made in advance by bank transfer, payment by credit card on arrival could be made at the conference *if previously agreed with ESN*.

DELEGATE CANCELLATIONS

1. Cancellations must be sent in writing to conference@esn-eu.org on or before **Friday 8 May 2020**.
2. There is **no** refund for cancellations that are not received in writing or for cancellations received after **Friday 8 May 2020**.
3. If notification of cancellation is received after **Friday 8 May 2020**, a substitute delegate can be sent to the conference. Please contact conference@esn-eu.org with substitute delegate details by **Friday 29 May 2020**.
4. A 5% administration charge may be levied at the discretion of European Social Network for any cancellations received after a Contribution Request has been issued.
5. Registration as a delegate for this event constitutes the acceptance of these Terms & Conditions.
6. Please note that you must also personally cancel any hotel booking you have made by contacting directly the hotel, independently of cancelling your delegate registration.

PRIVACY

1. Any personal information we collect from this website will be used in accordance the General Data Protection Regulation (GDPR) which applies across the European Union. Our use of your personal data is subject to your instructions, GDPR, other relevant applicable laws and our professional duty of confidentiality.
2. The European Social Network (ESN) will retain each delegate's contact details in their database in order to send them information concerning the annual European Social Services Conference and communications from the European Social Network.
3. You have the option to opt out of ESN communications at any point if you request it to ESN.
4. ESN will not at any time share your contact data with any third party.
5. ESN usually takes photography and video recordings during the conference for promotional purposes. By registering for the conference, you are authorising ESN to use these pictures and videos for informational and promotional use only. However, they will not at any time be distributed to any third party.