



# ISDH 2022 Terms & Conditions

## DELEGATE REGISTRATIONS

### TERMS OF BOOKING – Conference Registration

- The term Organisers as listed below includes ISDH 2022 organising committees and Keynote PCO.
- Registrations are accepted only on full completion of the online registration form.
- No booking will be confirmed until payment is received in full.
- Bookings or changes will not be accepted by telephone, cancellations and or changes must be sent in writing to the registration desk at [registration@isdh2022.com](mailto:registration@isdh2022.com).
- There is no refund for non-attendance.
- A name change on a paid registration to a colleague will be accepted up to 14 days prior to the conference, after that date a charge of €50 will apply.
- Payment by invoice/bank transfer will incur a €15 non-refundable administration charge.
- There is no administration charge for payment by MasterCard or VISA.
- All fees/rates are quoted in Euro €, all bank transfer fees/charges are the responsibility of the participant.
- All refunds requested prior to 31<sup>st</sup> January 2022 are subject to cancellation terms listed below and subject to a €25 processing fee.
- All refunds requested from 1<sup>st</sup> February 2022 are subject to cancellation terms listed below and subject to a €50 processing fee.
- All ISDH 2022 official tours are subject to a minimum number of bookings. Should the minimum number not be reached the tour may be cancelled, in such case an alternative tour or refund will be offered. Where possible, 14 days' notice will be given.
- The Organisers reserve the right to alter any of the programme or other arrangements for this conference; including cancellation or postponement of the event should unforeseen circumstances require it. The Organisers accept no responsibility for resulting costs or inconvenience to participants in this case.
- The Organisers will not be held liable for any loss or damage of personal items of attendees or injury caused at any venue used in connection with the conference.
- Children/Minors must be accompanied by an adult/guardian at all times, who accepts full liability for this child/minor. Note that the conference and all social events and activities have not been planned for children/minors to attend and must be flagged to the conference office prior to making any booking arrangements. You may be refused entry should prior notice not be provided.
- Fáilte Ireland's MICE Supports Fund for the conference is used to assist in marketing to increase the number of international delegates travelling into the Republic of Ireland specifically to attend ISDH 2022. In accordance with the EU's GDPR, Fáilte Ireland requires that the conference inform all attending delegates in advance that the following data: name, country of origin, will be shared with the National Tourism Development Authority (Fáilte Ireland) as funder of the event. This data is only shared for verifying attendance at the event only, as required under Section 8 of the National Tourism Development Authority Act, 2003. This data will be retained for a maximum of 12 months by Fáilte Ireland or until the completion of the external audit relating to that year whichever is the later. Thereafter, the details will be destroyed in a secure manner. Therefore, delegates are officially advised that post event you may be emailed a survey by the conference office to complete, your assistance in validating your attendance would be appreciated. [Click here](#) for Fáilte Ireland's privacy policy.
- **Force Majeure:** The Organisers shall not be deemed to be in breach of this registration agreement or otherwise liable to the delegate for any failure or delay in performing its obligations under this agreement as a result of an event or series of connected events outside the reasonable control of the Organisers (including, without limitation, acts of God, floods, lightning, storm, fire, explosion, war, military operations, acts or threats of terrorism, strike action, lock-outs or other industrial action or a pandemic, epidemic or other widespread illness).

For further assistance contact Keynote PCO

Tel: +353 1 400 3626 Email: [registration@isdh2022.com](mailto:registration@isdh2022.com)

ISDH 2022 c/o Keynote PCO,

Suite 26, Anglesea House, Carysfort Avenue, Blackrock Co Dublin

[ISDH 2022 Privacy Policy](#)



## **CANCELLATION TERMS – Conference Registration**

### **Delegate Cancellations**

- All cancellations and/or changes must be sent in writing to [registration@isdh2022.com](mailto:registration@isdh2022.com).
- Cancellation refers to complete and/or partial cancellation of registrations, social events, tours.
- Cancellation fees are incurred as follows -
- Before 31<sup>st</sup> January 2022 - full refund less administration fee of €25.
- Between 1<sup>st</sup> February 2022 and 1<sup>st</sup> June 2022 - 50% refund available less administration fee of €50.
- After 1<sup>st</sup> June 2022 - No refund for cancelled registration.
- A name change on a paid registration to a colleague will be accepted up to 14 days prior to the conference, after that date a charge of €50 will apply.

### **Delegate Non-Attendance**

- Should the delegate be unable to attend due to circumstances beyond their control, cancellations fees are subject to terms listed above. This includes the delegate being unable to travel into Ireland from their country, due to either their own country's travel restrictions or the Irish Government's travel restrictions – this includes refusal of travel visa application.

### **Cancellation of Conference by the Organisers**

- Should the Organisers completely cancel the conference, with no content or sessions being available on-line, registrations will be refunded in full less a €50 processing fee.
- Under these circumstances the Organisers are not liable for any other expenses incurred, this includes travel and accommodation costs – delegates are encouraged to have sufficient travel insurance in place to cover such other costs.

### **Postponement of Conference**

- Should the committee need to reschedule the conference, all registration fees will be transferred to cover attendance on the new conference dates – no processing fees will apply in this case.
- Should the delegate not wish to accept attendance on the new date they may cancel their registration, in such cases cancellations will be governed by the cancellation terms as outlined above.
- Under these circumstances the Organisers are not liable for any other expenses incurred, this includes travel and accommodation costs – delegates are encouraged to have sufficient travel insurance in place to cover such other costs.

## **OTHER TERMS AND CONDITIONS – Conference Registration**

### **Travel and Medical Insurance**

- Participants are requested to make their own arrangements for health and travel insurance. The conference fee does not include insurance. We strongly recommend that, when registering for the conference and making travel arrangements, a travel and/or equipment insurance policy be taken out to cover any loss, cancellation, medical costs, etc. Refunds will not be offered outside of the terms and conditions above, so delegates should ensure they contact their insurance company to ensure sufficient cover is in place from the time of booking. The Organisers do not take responsibility for any delegate, speaker, or exhibitor failing to insure their travel and attendance to sufficient levels.

### **Health and Safety Conditions**

- In adherence to Irish Health Service Executive guidelines, delegates may be asked to declare they have not been in contact with anyone diagnosed with COVID19 within 14 days of arrival at the conference or provide the required vaccination certification or negative PCR test. Delegates will be advised of the exact requirements closer to the conference date and these terms must be adhered to, to gain entry to the meeting and associated social events.
- On arrival and throughout the conference venue, there may be temperature checks in place – if you fail the test you may be asked to accompany a staff member to an isolation room for medical review. If you are displaying symptoms you may be asked to accompany staff member to an isolation room.

**For further assistance contact Keynote PCO**

Tel: +353 1 400 3626 Email: [registration@isdh2022.com](mailto:registration@isdh2022.com)

ISDH 2022 c/o Keynote PCO,

Suite 26, Anglesea House, Carysfort Avenue, Blackrock Co Dublin

[ISDH 2022 Privacy Policy](#)



- If you fail to adhere to the safety standards in place for the conference, you may not be permitted to attend or may be asked to leave the conference venue – e.g. respecting social distancing requirements, wearing of face masks etc.
- Per current health guidelines, we are required to notify health authorities of any instances of communicable diseases that occur during or post conference. Only relevant contact details will be made available to the health authorities to ensure correct, and managed contact tracing occurs.

## ACCOMODATION BOOKINGS

### TERMS OF BOOKING – Accommodation Booking

#### Accommodation booking terms and conditions

- Accommodation bookings are governed by a separate contract than those of conference registrations. The accommodation booking contract is entered into with Keynote PCO and the delegate and booking of accommodation indicates acceptance of said terms and conditions.
- Accommodation reservations are independent of the conference taking place and are subject to the booking terms and cancellation fees as outlined below – these terms are not affected or nullified by cancellation of the conference.
- Should the conference be postponed, Keynote PCO will make every effort to move the accommodation booking to the new dates in the same hotel or one of similar quality. While every effort will be made to offer the same rates, this cannot be guaranteed. No fees apply to postponed bookings – should the delegate not wish to accept the booking postponement – the cancellation fees as outlined below will apply.
- Delegates are reminded to have travel insurance in place to cover all the costs in relation to their accommodation booking and to ensure sufficient cover is in place.
- Should the hotel booked not be available for reasons beyond the Organisers control, the Organiser reserves the right to reschedule the booking to another hotel of a similar or higher rating, within a 10k radius at the same cost
- Should Keynote PCO be prevented from carrying out all its obligations by circumstances beyond its reasonable control including government intervention, strike, labour disputes, accidents, natural disasters, national or local disasters, war, pandemic or the delegate is unable to travel into Ireland from their country, due to either their own countries restrictions or the Irish Government restrictions, Keynote PCO's liability will be limited to the cancellation terms below.

#### CANCELLATION TERMS - Accommodation Booking

- All cancellations and/or changes must be sent in writing to [registration@isdh2022.com](mailto:registration@isdh2022.com) and will not be accepted by telephone.
- Cancellation refers to complete and/or partial cancellation of accommodation bookings.
- Cancellation fees are incurred as follows
- Cancellations received prior to 31<sup>st</sup> January 2022 - full refund less administration fee of €25.
- Between 1<sup>st</sup> February 2022 and 4<sup>th</sup> May 2022 - 50% refund of total accommodation costs less administration fee of €50.
- After 5<sup>th</sup> May 2022 - No refund for full and/or cancelled accommodation costs.

#### OTHER TERMS AND CONDITIONS – Accommodation Bookings

##### Travel and Medical Insurance

- Participants are requested to make their own arrangements for health and travel insurance. We strongly recommend that, when making an accommodation booking with Keynote PCO a travel and/or equipment insurance policy be taken out to cover any loss, cancellation, medical costs, etc. Refunds will not be offered outside of the terms and conditions below, so delegates should ensure they contact their insurance company to ensure sufficient cover is in place from the time of booking. Keynote PCO do not take responsibility for any delegate, speaker, or exhibitor failing to insure their accommodation booking.

**For further assistance contact Keynote PCO**

Tel: +353 1 400 3626 Email: [registration@isdh2022.com](mailto:registration@isdh2022.com)

ISDH 2022 c/o Keynote PCO,

Suite 26, Anglesea House, Carysfort Avenue, Blackrock Co Dublin

[ISDH 2022 Privacy Policy](#)