

## **REGISTRATION POLICY**

### **Confirmation of registration**

You will receive a copy of your registration application by email.

Confirmation of registration and all services will only be sent by email once payment has been received by *effe erre congressi*.

### **Cancellation conditions**

Any cancellation request must be sent in writing to *effe erre congressi*: [info@frcongressi.it](mailto:info@frcongressi.it)

- Cancellation fee: 50,00 € for any cancellation request received before February 28, 2013
- Reimbursement of 50% of the registration fee for any cancellation request received from March 1 to April 30, 2015.
- No reimbursement of the registration fee will be made for any cancellation request received on or after May 1, 2015 .
- **All refunds will be handled after the conference.**

### **Terms of Payment**

The Registration must be accompanied with payment of the corresponding registration fee.

All payment must be in Euro. Registration fees are inclusive of Italian VAT .

The payment can be made by:

- bank transfer (Bank Transfer expenses at your charge)
- credit card (Visa, MasterCard, AMEX)

For all credit card payment you will be transferred directly on Secure Online payment platform of the Bank

Payment must be sent to the Conference Office as follows:

### **By Banks Remittance to the following account:**

**effe erre congressi srl**  
**BANCA INTESA SAN PAOLO**

**Filiale 01862 Piazza Barberini 21 Roma**

**IBAN IT52Y0306905000100000014153**  
**BIC SWIFT BCITITMM**

In this case, it's essential that a copy of the bank's remittance and a copy of the original completed registration form are faxed to the Conference Secretariat (Fax: +390812429572) to assist in identifying your transfer from the bank or by mail to [info@frcongressi.it](mailto:info@frcongressi.it) .  
Bank charges have to be paid by the registrant in advance of the transfer.

### **Changes after registration**

If after the congress has begun, the organization is for any reason other than that caused by the participant, unable to provide an essential part of the services agreed upon it will arrange for alternative solutions with no additional cost to the participant and in the event that the services are of inferior quality compared to those foreseen will reimburse the differences proportionately.

### **Substitutions**

Participant who intend to cancel after registering can be substitute by another participant in the same category on the condition that the organization receives written information with the personal data of the person substitute before the beginning of the conference.

### **Responsibility**

The organization may not be held responsible if the event is caused by the participant himself (including initiatives autonomously taken by the participant), a fortuitous event, force majeure, or circumstances that the organization could not reasonably foresee or resolve with professional conscientiousness.

### **Compliant and Reports**

Any possible shortcoming in the execution of services in relation to the conference must be immediately reported by the participant so that the organization can opportunely remedy the situation.

### **Privacy Law**

In order to comply with privacy regulation ([Law decree 30.06.2003 N.196, Art. 13](#)) we inform you that information submitted will be managed by us according to correctness, legality and security principles and used only to pursue activities following effe erre company purposes, which consist in projecting and managing social and cultural events, such as scientific conferences and congresses, conventions, fairs and exhibitions. Personal data, required in order to guarantee your registration for **NAPLES FORUM ON SERVICE 2015**, will be freely submitted by you, and will be transmitted to the hotel which will accommodate you and to the Scientific Committee.

You can ask for modification or cancellation of your personal data, contacting in writing effe erre congressi (Mrs Alessandra Saioni) [info@frcongressi.it](mailto:info@frcongressi.it) which is responsible for data management.

By submitting the following registration form, you accept all conditions stated in the registration policy and allow the use of your data for the above

mentioned purposes and all activities connected with them.

**Place of Jurisdiction and applicable legislation**

All eventual disputes that might arise and which cannot be resolved in a friendly way will be subject exclusively to Italian law and judged exclusively in the law-courts of Naples.

**ACCOMMODATION POLICY**

The rates quoted are per room, per night and include breakfast and VAT (value added tax) but not the tourist tax that has to be paid directly to the hotel.

Please note that you can decide to share your double room with another participant. Names of persons sharing rooms must be stated.

In case there is no availability in your chosen hotel, your request will be shifted to a different hotel.

To book the preferred hotel or hotel category, please use our Hotel Booking System. In order to benefit our special rates, don't book the hotel directly.

**Terms of Payment**

The Hotel Accommodation must be accompanied with payment of the corresponding amount. The payment could be made by Credit Card or by Bank Transfer.

All payments will go through the Secure Online Registration System. Payment must be sent to the Conference Office as follows:

By Credit Card: You will be transferred on the Bank site to pay directly;

**If you prefer you can download the form on the Registration Form, and fill in the box with all the data of your credit card: please do not forget to mention the credit card holder's name, the expiry date and your sign to authorize the payment.**

**By Banks Remittance** to the following account:

Beneficiary:

**effe erre congressi srl**

**BANCA INTESA SAN PAOLO**

**Filiale 01862 Piazza Barberini 21 Roma**

**IBAN IT52Y0306905000100000014153**

**BIC SWIFT BCITITMM**

**It is essential that a copy of the bank's remittance is faxed to the Conference Secretariat to assist in identifying your transfer from the bank. Bank charges have to be paid by the registrant in advance of the transfer.**

For payment by Bank Transfer the Hotel Accommodation will be completed only after receiving the copy of the payment sent by email or by fax at the following contacts:

(info@frcongressi.it: Fax: + 39 0812429572).

**HOTEL CLASSIFICATION**

The official classification of the hotel will be provided according to the formal indications of the competent authority.

**CONFIRMATION**

effe erre congressi will send a confirmation of reservation to those who will pay their booking.

**CONDITIONS AND CANCELLATION**

Cancellation of accommodation must be received in writing by the Conference Organising Secretariat at the following address:

effe erre congressi

Via Salvator Rosa 299 Parco CIS – 80135, Napoli - Italy

fax: +39 081 242 95 72 e-mail: info@frcongressi.it

- In case of cancellation before 15/04/2015, the amount of € 50,00 will be charged for administrative expenses.
- In case of cancellation from 16/04/2015 to 31/05/2015 one night will be charged.
- In case of cancellation from June 1, 2015 or in case of no show the total amount of your reservation will be charged.
- In case your stay will be less than you reserved, the total amount of the reserved stay will be charged.