

Terms & Conditions

ISES Solar World Congress & IEA Solar Heating and Cooling Conference

1. TYPE OF EVENT, LOCATION, HOST etc.

These General Terms and Conditions are valid for each attendee registered for the ISES Solar World Congress & IEA Solar Heating and Cooling Conference & SAC Conference and connected workshops (**hereafter referred to as SWC & SHC**), November 04 - 07, 2019 in Santiago, Chile (hereafter referred to as "conference").

Location: Centro Parque Santiago, Av. Pdte. Riesco 5330, Santiago, Las Condes, Región Metropolitana, Chile. <https://www.centroparque.cl/>

The conference is hosted by: SERC Chile, Solar Energy Research Center, Av. Tupper 2007, Piso 4. Santiago de Chile.

Responsible conference organizer: International Solar Energy Society (ISES e.V.), International Headquarters - Villa Tannheim, Wiesentalstr. 50, 79115 Freiburg, Germany (hereafter referred to as "ISES")

Encashment and Online Management: PSE Conferences & Consulting GmbH, Emmy-Noether-Str. 2, 79110 Freiburg, Germany.

2. PROGRAM AND SOCIAL PROGRAM

The conference program will be published on the conference website www.swc2019.org.

ISES cannot assume liability for any changes in the program due to external and unforeseen circumstances, and reserves the right to cancel, postpone, relocate or change any of the sessions or to add new sessions and to make changes regarding speaker identity. Updates will be published on the website regularly.

3. REGISTRATION

CONFERENCE REGISTRATION

The registration deadlines are as follows (may be subject to change):

- Early bird registration deadline: August 31, 2019
- Regular Registration deadline: 31 October, 2019
- On-site registration fee: after October 31, 2019

Should one deadline be missed, the next applicable fee will be charged automatically. The registration will only be confirmed upon receipt of full payment.

STUDENT RATES

Students enrolled at an approved university will receive the reduced student conference fee. All student discounts are at the organizer's discretion, and proof of status (student card) is required. For this purpose



students will be sent a link where they can upload a scan of the student card. In any case they must present their original student identification card on-site in order to receive their name badge. Discounts must be applied when registering – discount cannot be applied after the booking has been processed.

STUDENT TICKETS FOR PhD STUDENTS

In case you would like to register for a student ticket as a PhD student, the following criteria should be fulfilled and the following documents provided:

- A personalized document on official university paper in English language, signed by the professor/PhD supervisor, proving that the participant is doing a doctorate.
- The documents have to be uploaded to the SWC & SHC website and have to be presented on-site at the registration desk in order to receive the name badge.

CAPACITY

Capacity is limited! Registrations will be handled on a first come, first serve basis. If the maximum attendee capacity is reached, the organizer reserves the right to refuse any further registration.

4. PAYMENT

The whole payment procedure will be managed by PSE Conferences & Consulting GmbH. The online encashment is realized in cooperation with a bank security system company (BS Payone) and the security systems “Verified by Visa” (VbV) and “MasterCard Secure Code” (MSC).

Payment is required at the time of registration and should be made in US-Dollar only.

Payment is possible by credit card. Attendees should complete the relevant section of the online registration form. Confirmation of conference fee and social program will be forwarded after acceptance of payment by the credit card company for the credit card indicated on the registration form.

The conference fee and additional services may be subject to VAT. Should VAT rates increase, the fee and prices quoted will be subject to adjustments without prior notice.

The participant will receive confirmation of his/her online registration by email. If no confirmation is received within 48 hours, please contact info@swc2019.pse-co.de

Each conference registration for SWC & SHC includes:

- Access to all conference sessions and workshops
- Conference materials
- Meals and refreshments (coffee breaks, receptions, lunches)
- Access to a password-secured area on the website with publication of the list of participants as well as the abstracts, available from the start of the conference.
- Papers and presentations (if cleared for publication) will be available shortly after the conference.



Accommodation and travel costs are not included in the conference fee, and attendees are responsible for making their own travel and lodging arrangements. The conference dinner and technical tours are not included in the conference fee.

ADDITIONAL ABSTRACTS

Should an author wish to present a second/third abstract (oral or poster presentation) or a second/third abstract from a colleague, this will be subject to a fee of 50 USD per additional abstract. This fee is to cover the costs of the extra paper management and publication in the proceedings and must be paid by the main author.

Fees for paper management and publication will not be reimbursed, regardless if the paper is presented and/or published or not.

5. CONFIRMATION/ADMISSION

A delegate's registration will not be valid until receipt and clearance of payment by the SWC & SHC conference secretariat.

A letter of confirmation/payment receipt will be sent by email once the conference secretariat has received the fully completed registration form and the related payment. Attendees should present this confirmation/payment receipt at the registration counter to proof their registration and payment.

VISA REQUIREMENTS

It is the sole responsibility of the attendee to contact the nearest embassy or consulate for visa details and to allow sufficient time for the visa application procedure. Please note that the visa process might take several months.

INVITATION LETTER FOR VISA APPLICATION

Delegates must have registered and paid the required conference fees before requesting an official Letter of Invitation. A digital version of the Letter of Invitation will be sent by email after the online registration together with the registration confirmation. If an original version of the Letter of Invitation is needed please contact info@swc2019.pse-co.de directly after your online conference registration. Please note that the SWC & SHC conference organizer will not be able to contact or intervene with any Embassy or Consulate office on behalf of a delegate.

The Letter of Invitation does not financially obligate the conference organizer in any way. All expenses incurred in relation to the conference are the sole responsibility of the attendee.

CERTIFICATE OF ATTENDANCE

The Certificate of Attendance for delegates will only be available on-site upon request at the registration desk and cannot be issued after the conference.

NAME BADGE

All participants must check in on arrival at the conference and will receive their name badge then. The name badge is required for admittance to all conference sessions and events. Each participant is asked to wear and clearly display the name badge at all times during the conference and the included social events



in order to gain access. The name badge will contain first name, last name and university/institution/ company of the attendee.

6. CANCELLATION POLICY

Registered conference participants who cannot attend the conference will be refunded as follows:

Receipt of cancellation by September 13, 2019: Refund of 50% of the conference fee minus \$40 handling fee.

Receipt of cancellation by September 30, 2019: Refund of 25 % of the conference fee minus \$40 handling fee.

No refund will be given after September 30, 2019.

In general, no refund will be given for registrations for social events, but substitutions are welcome.

SUBSTITUTIONS

Substitutions are welcome at any time before start of the conference. If you wish to substitute a participant, please contact the conference secretariat at info@swc2019.pse-co.de at your earliest convenience. Substitutions prior to the conference are free of charge. After start of the first session, the ticket is non-transferrable.

Credit will not be given for unattended events or early termination of attendance.

CANCELLATIONS

Cancellations of the registration must be made in writing to the conference secretariat at PSE Conferences & Consulting GmbH, Emmy-Noether-Str. 2, 79110 Freiburg, Germany, info@swc2019.pse-co.de.

All refunds will be made after the conference and within four months. Any bank charges involved will be charged to the participant.

7. CANCELLATION OF THE CONFERENCE

If the conference cannot be held or is postponed due to events beyond the control of the conference organizer (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the conference organizer, the conference organizer cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc. Under these circumstances, the conference organizer reserve the right to either retain the entire registration fee or to reimburse the attendee after deducting costs already incurred for the organization of the conference and which could not be recovered from third parties.

8. DATA PROTECTION

The personal information provided by the participants will be held on a database. Credit card information will NOT be stored in this database. The email addresses will be used to circulate the SWC & SHC newsletter, last minute details and announcement of future SWC & SHC events and will be handed on to the organizer of the next SWC & SHC conference. The data of the participants will not be given to a third party, not related to the SWC & SHC conference. For further details please see the Data Protection Policy on the website.



DOWNLOAD AREA - PARTICIPANT CONTACT FEATURE

SWC & SHC may offer a contact opportunity for conference participants in its internal Download Area. All participants who want to use the contact feature will need to confirm their admission to send and receive mails to and from other conference participants. The first contact will occur indirectly and anonymous via the conference system. No personal data will be handed out to other participants.

9. PHOTOGRAPHY/IMAGE AND SOUND RECORDINGS

Press photographers must obtain authorization from the conference host. Photographs and recordings of images and sound other than for private use are forbidden and must only be taken with the written consent of the conference host.

The organizer is entitled to have sessions, social events, stands and persons photographed and filmed during the conference and social events for publication in its own material or in the general press.

10. LIABILITY

The host and the organizer of SWC & SHC and PSE Conferences & Consulting GmbH cannot be held liable for any deficiency or accident during the conference or the social events. Exceptions from this rule would include possible deficiencies in procurement occurring from willful acts or from grossly negligent acts which will make the host and the organizer of SWC & SHC and/or the PSE Conferences & Consulting GmbH liable, restricted to each individual case. The coverage is based on the original value of the services booked according to our published offer.

Host and the organizer of SWC & SHC and PSE Conferences & Consulting GmbH shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. Host and the organizer of SWC & SHC and PSE Conferences & Consulting GmbH shall be liable regardless of the legal nature of the claim only in relation to willful acts or gross negligence. Host and the organizer of SWC & SHC and PSE Conferences & Consulting GmbH's liability is limited to the compensation of the direct damage; any liability for consequential damage is excluded. In cases of personal injury, statutory regulations shall apply. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the conference at his/her own risk. Verbal agreements shall not be binding if these have not been confirmed in writing by the conference organizer. No responsibility is accepted for loss or damage to personal property during the conference or at the conference site.

11. FULFILMENT AND JURISDICTION

All contractual and legal relationships are subject to the exclusive application of the law of Germany, and in the event of any legal claims arising from either party, Freiburg, Germany shall be the sole court of jurisdiction.

Conflicting terms of business formulated by the participant shall only become a part of the contract if the organizer specifically agrees to them in writing. All amendments or supplements to the terms of the contract must be made in writing.



12. SALVATORI CLAUSE

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of the remaining provisions shall in no way be affected. In such case the void and/or illegal provision shall be replaced by a valid provision which comes as close as possible to its intended effect and best coincides with the purposes of this contract.

