

TERMS AND CONDITIONS

The **registration of participation is binding**. Please note that the conference programme may be subject to changes.

Confirmation

Participants will receive a confirmation email from fig@fig.net after the purchase of the conference registration. An invoice of the purchased will be included in the confirmation email. Print a copy of your confirmation to be shown at the conference Registration Desk. Participation is not guaranteed until full payment of the registration fee is received.

Modification or additional tickets

If you wish to modify or purchase additional tickets (Gala Dinner*, technical or social tours*), please contact the [FIG Office](#).

*These events have limited availability. Places will be given away on a first-paid basis.

Substitution

If you are unable to attend, you are welcome to nominate someone else to attend in your place at no additional cost. Please advise substitutions by writing to [FIG Office](#).

Please note:

Any substitution that is not communicated in writing will not be considered valid.

The financial aspect has to be handled between the registered individual who is not attending and the individual who is substituting.

Cancellation policy and refunds

Cancellations need to be made in writing to the [FIG Office](#), please include your bank details for reimbursements.

An administrative fee of EUR 50 will be withheld from all refunds:

Full refund: before 22 January 2019.

50% refund: 23 January to 22 March 2019.

No refund: after 22 March 2019.

Refunds will take place within 30 days of receiving the completed cancellation form. We are not responsible for the potential differences in the exchange rate. If payment has already been made, credit card disputes cannot be used to obtain a refund. In order to receive a refund, you have to follow the procedure described above.

In the event that the conference is cancelled by the FIG 2019 Organizing Committee, or by any reason or any factor out of the control of the Organizing Committee, such as force majeure, natural disasters, weather conditions, acts of terrorism, or by any other cause beyond the control of the FIG 2019 Organizing Committee, which results in the 2019 FIG Working Week cannot take place; the FIG 2019 Organizing Committee will try to make all possible to reschedule the FIG Working Week. In such cases, it is entirely the decision of the local FIG 2019 Organizing Committee to decide on the refunds of the Registration Fee. The liability of the Organizers shall be limited to the refund and they shall not be liable for any other loss, cost or expense, however caused, incurred or arising. In particular, the FIG 2019 Organizers shall not be liable to refund any travel or hotel costs incurred by delegates or their organizations. It follows that delegates and accompanying partners are advised to take out comprehensive insurance, including travel insurance.

Any collection costs incurred will be the responsibility of the debtor.

Disclaimer

The FIG 2019 Organizing Committee will not accept any liability for death, injury, any loss, cost or expense suffered by any person (including accompanying persons or partners or attendant caregivers). In particular, the Organizers will not accept any liability for losses arising from the provision or non-provision of services provided by hotel companies or transport operators. Nor can the Organizers accept liability for losses suffered by reason of war including threat of war, riots and civil strife, terrorist activity, natural disasters, weather, fire, flood, drought, technical, mechanical or electrical breakdown within any premises visited by delegates and/or partners in connection with the conference, nor losses suffered by reason of industrial disputes, governmental action, registrations or technical problems which may affect the services provided in connection with the conference.

Any person or organization not affiliated with 2019 FIG Working Week may not use, copy, alter or modify 2019 FIG Working Week photographs, graphics, videography or other, similar reproductions or recordings without the advance written permission of an authorized designee from 2019 FIG Working Week.

Data protection

At the International Federation of Surveyors (FIG) we take your privacy seriously, and want you to understand clearly how we will use the personal data you supply when registering to attend this conference, which represents the establishment of a contract between you and FIG. We have one set of conditions for “ordinary” personal data (name, contact details, job title, etc) and a different approach to “sensitive” personal data (eg personal photograph; dietary requirements; disabilities). Where there is a legal requirement for FIG to share delegates’ personal data with government authorities in the host destination (eg for national security reasons), this will be clearly communicated to delegates.

By registering, you agree to share the “ordinary” personal data you provide with the other delegates who will attend the meeting, to enable effective networking and business exchanges to take place, including on the official FIG App.

By registering, you agree that FIG may process your data in their event registration system, and may communicate with you via email, post or other methodologies with important messages relating to this conference.

By registering you agree that FIG may add your personal data to their main CRM system, where they maintain records of the FIG-related activities of FIG members and others who have expressed an interest in FIG membership or FIG's services and events. The general [FIG privacy policy](#) will then apply.

A listing of all registered delegates' names, company and country, without any contact details, will be visible to all participants whilst the event is being promoted, in the password-protected FIG App. This is for the purpose of encouraging other participants to network at the event. The listing will be deleted immediately after the event takes place and the data will not be accessible to other parties.

Special opt-in conditions for sensitive personal data

Some personal data is regarded as particularly sensitive, and FIG will always handle this type of data with an appropriate level of care.

By agreeing to the general conditions when you register you also agree to let FIG use photo material in which you may be included this being in FIG news or promotional material, whether in print, electronic or other media, including social media and the FIG websites.

FIG 2019 Organizing Committee reserves the right to use any photograph/video taken at any event, without the expressed written permission of those included within the photograph/video. FIG 2019 Organizing Committee may use the photograph/video in publications or other media material produced, used or contracted by FIG 2019 Organizing Committee including but not limited to: brochures, invitations, books, newspapers, magazines, television, websites, etc. Naturally, participants always have the right for their picture to be removed. Should you wish to have your picture or video removed, please contact us and we will take action accordingly.

FIG collects passport information to enable FIG to liaise with the foreign affairs in the host country as well as embassies around the world to ease the visa process for the participants. By providing your passport information you agree that FIG may share your name and passport number with the Foreign Affairs in Hanoi and the Vietnamese embassy in your country.