



ICLEI World Congress 2021- 2022: The Malmö Summit

11-13 May 2022 | Malmö, Sweden

GENERAL TERMS AND CONDITIONS

Participants wishing to attend the ICLEI World Congress 2021 - 2022: The Malmö Summit to be held on 11-13 May 2022 in Malmö, Sweden, must register at <https://worldcongress.iclei.org/> through the registration system managed by Sweden Meetx AB on behalf of the City of Malmö and ICLEI – Local Governments for Sustainability e.V (hereinafter referred to as “ICLEI”).

Please note that these Terms and Conditions may be subject to change without notice.

1. Registration

- 1.1 All data entered in the registration form on behalf of a participant is processed under the assumption that the individual’s consent to submit their information was obtained.
- 1.2 ICLEI and the City of Malmö retain the right to refuse any registrations and participants are responsible to comply with any access requirements and security measures put in place at the event venue.
- 1.3 **Registration fees for in person attendance include:** admission to the full three days of the event with access to the venue on 11-13 May 2022, access to the congress material and the event app, lunches and refreshments during the networking breaks.
- 1.4 **Registration fees for virtual attendance include:** admission to the virtual offerings of the event, access to the digital congress material and the event app.
- 1.5 **Social Events:**
 - 1.5.1 **Welcoming Cocktail.** The welcoming cocktail is hosted by the City of Malmö and is free of charge, but pre-registration is mandatory.

- 1.5.2 **Gala Dinner.** Tickets for the gala dinner on 12 May 2022 can be purchased by attendees registering with the "Regular" fee category at a fee of SEK 300 (ca. 30 EUR) excl. VAT via the online registration form. For ICLEI Members registered to the congress the dinner cost is included in the registration fee, but pre-registration is mandatory.

2. VAT on registration fees

2.1. Important information for in person participation

- 2.1.1. The fees are stated in SEK excluding Swedish VAT.
- 2.1.2. All participants are required to pay VAT on the registration fee (25%), on social events (25%) and on hotels (12%).

2.2. Important information for virtual participation

- 2.2.1. The fees are stated in SEK excluding Swedish VAT. Please note that participants representing a company or organization from a country outside of Sweden are NOT required to pay Swedish VAT on the registration fee.
- 2.2.2. For participants from an EU country (Sweden not included) – a valid VAT number is mandatory, otherwise, VAT will be added to their registration fee. It is important that the VAT number is stated exactly according to the EU standards. Click [here](#) to see the number structure of each member state. To validate the number before registering, please click [here](#). A VAT number cannot be added afterwards to a confirmed registration.
- 2.2.3. For participants from a country outside of the EU – an indication of a VAT number is not mandatory.
- 2.2.4. Participants from Sweden and private persons are required to pay VAT on the registration fee (25%), but they do not need to enter a VAT number at this stage.

3. Payments

- 3.1. The following payment options are available:
- 3.1.1. Credit or Debit card (Visa, MasterCard or American Express). Please note that all credit and debit card payments are made through secure and encrypted online payment

gateway and will be listed as a transaction with Sweden Meetx AB on participant's card statement.

3.1.2. Invoice. Only possible for Swedish companies/organizations with a valid Swedish VAT number (Org.nr). Invoices should be paid within 30 days.

3.2. All payments should be made in Swedish krona (kr/SEK). All bank transfer charges in connection with transferring fees are to be paid by the participant. No personal, company or Euro-cheques will be accepted.

4. Cancellations, substitutions, and reimbursements

4.1. Any request for cancellation, substitution, and reimbursement of registration must be sent to the following e-mail address: ICLEI2022@meetx.se

4.2. Cancellation is possible until 16 February 2022, and participants will be refunded the congress fee minus an administrative cost of SEK 500 (ca. 50 EUR).

4.3. Alternatively, if participants cannot attend the event physically, they may opt for a virtual attendance ticket without an administrative cost. In this case the difference of the price between the physical and virtual ticket will be refunded.

4.4. If participants cannot attend the congress, the registration is transferable to another member of their organization. Substitution is free of charge and must be received in writing from the actual registrant. Please note that the modification will need to be approved by the congress organizers.

4.5. Changes will become effective on the date of written acknowledgement from the organizers being received.

4.6. No refunds will be made for cancellations received after 16 February 2022.

5. Hotel booking and cancellations

5.1. A number of hotel rooms in different price categories have been pre-booked in Malmö for the congress. Participants may book their room via the online booking service when registering for the congress.

5.2. When the reservation is confirmed until 8 weeks before arrival, no charge will be taken if reservation is cancelled.

5.3. From 8 to 6 weeks before arrival – 50% of the total cost of the reservation will be charged.

- 5.4. From 6 to 4 weeks before arrival – 80% of the total cost of the reservation will be charged.
- 5.5. No cancellation within 4 weeks before arrival will be refunded.
- 5.6. Please note that change of arrival/departure dates within this deadline is to be counted as cancellation. Changes and/or cancellations have to be made directly to Sweden Meetx AB and not to the hotel.

6. Visa support letter for ICLEI Members

- 6.1 Please note that the issue of an official visa support letter is a special service provided to ICLEI Members.
- 6.2 ICLEI Members may request an official visa support letter through the registration form by filling out all necessary personal information.
- 6.3 Submitting a request for a visa support letter through the registration form does not automatically grant participants the right to receive a visa support letter. The visa support letter will be issued only once the registration has been completed, namely when the payment has been issued successfully.
- 6.4 The City of Malmö and ICLEI retain the right to refuse to issue visa support letters and participants shall be held liable for any violation of law based on misrepresentations, fraud or inaccuracies communicated to unlawfully receive a visa support letter to enter Sweden.
- 6.5 The City of Malmö and ICLEI do not make any guarantee or warranty of any kind that participants who receive a visa support letter shall receive a visa to enter Sweden.
- 6.6 Participants agree to indemnify ICLEI and the City of Malmö for any losses or damages related to the visa procedure. ICLEI and the City of Malmö shall not be held liable by any participant for the failure to receive a visa for entry into Sweden.

7. Privacy and data protection

- 7.1. All personal information is protected under the provision of the Swedish work environment authority.
- 7.2. For the purpose of this event, ICLEI and the City of Malmö are joint data controllers and Sweden Meetx AB is considered as a data processor.
- 7.3. The data entered in the registration form will be used only for events' related purposes including:
 - 7.3.1. Communication directly related to the ICLEI World Congress and related events.
 - 7.3.2. Arranging congress logistics, login, payments etc.
 - 7.3.3. Preparation of the official letters and documents (e.g. visa support letters).

- 7.4. The data provided might be shared with selected partners, affiliates, and/or third parties (e.g. travel agency / hotel / venue and industry for invitation or organizational purposes of the ICLEI World Congress 2021 - 2022 and related events). Participants may instruct the organizers at any time not to share their information with such partners, affiliates, and/or third parties by contacting the organizers at world.congress@iclei.org and ICLEI2022@meetx.se.
- 7.5. Official ID information obtained through the registration form will be stored and may be shared for the sole purpose of assisting participants with access to the event.
- 7.6. During their participation at the congress, participants allow the organizers to film, record, photograph, use, and distribute (royalty-free) their image in all forms and in all media, including but not limited to, photographs, electronic reproductions, image, video and audio file transfer, distribution over the Web and any other uses over the Internet or other legal uses by the organizers. If participants do not wish those photos or videos of them to be made public on ICLEI websites or social media platforms, please inform the organizers by sending an email to world.congress@iclei.org. Participants can withdraw their consent at any time.
- 7.7. By accepting these Terms and Conditions participants agree to have their names included in participants list(s) and in ICLEI's contacts database.
- 7.8. By ticking the box "I have read and accept ICLEI's privacy policy" in the registration form, participants agree that their information will be stored in accordance with the [ICLEI's privacy policy](#).

8. Intellectual property

All information, descriptions, photos, articles and abstracts which can be found on the ICLEI World Congress 2021 - 2022 website or are exposed during the ICLEI World Congress 2021 - 2022 are ICLEI's property or are copyrighted materials belonging to the congress speakers.

9. Use of trademarks

- 9.1. Participants do not have the right to use the ICLEI logo, the ICLEI World Congress logo, or any related logo.
- 9.2. All trademarks, names, logos and service marks (collectively "trademarks") displayed on the ICLEI World Congress 2021 - 2022 website or during the event are registered and unregistered trademarks of ICLEI and its partners. Nothing contained on this website, participant registration, should be understood as granting any license or right to use any

trademark without the prior written permission of ICLEI or its respective partners, as relevant.

10. Citations

- 10.1. For citation purpose, reference shall be made to ICLEI World Congress 2021 - 2022: The Malmö Summit as the data source and indicate the date of citation on any publication.
- 10.2. Any identification of ICLEI as the source of data shall include the following disclaimer: "ICLEI bears no responsibility for the integrity or accuracy of data provided, in particular due, but not limited, to any deletion, manipulation, or reformatting of data that may have occurred beyond its control."

11. Warranties

- 11.1. ICLEI makes no warranties, representations, statements or guarantees (whether expressed, implied in law or residual) regarding any information provided by the congress contributors. Errors or omissions are the responsibility of the contributors.
- 11.2. External links may be provided for participants' convenience on the website but are beyond the control of the website owner and no representation is made as to their content, for use at own risk.

12. Congress Code of Conduct

ICLEI and the City of Malmö are committed to providing a safe congress experience for everyone, regardless of sex, gender, gender identity, sexual orientation, age, disability, race, ethnicity, religion (or lack thereof), social status, physical appearance or body size.

Participants are expected to behave with integrity and respect towards all fellow participants attending or involved in the congress. Harassment of congress participants in any form or fora during the congress shall not be tolerated. Breaching the Code of Conduct could lead to expulsion from the event, at the discretion of the congress organizers.

Harassment of congress participants includes offensive or hateful language, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or side events, inappropriate physical contact, and unwelcome sexual attention.

These rules apply equally for all attendees, speakers and exhibitors. Individuals or groups violating these rules may be sanctioned or expelled from the congress without a refund at the discretion of the congress organizers.

13. Disclaimer of liability

Participants are encouraged to purchase insurance to cover loss incurred in the event of cancellation. Neither the City of Malmö, nor ICLEI, nor Sweden Meetx AB can be held liable for any hindrance or disruption of the ICLEI World Congress 2021 - 2022: The Malmö Summit proceedings arising from natural, political, social or economic events or other unforeseen incidents beyond its control (force majeure). Registration of a participant implies acceptance of this condition.

14. Settlement of disputes

Any dispute, controversy or claim arising out of or relating to the Agreement, or the breach, termination or invalidity thereof, that cannot be resolved by negotiation shall be addressed at the district court of the City of Bonn, Germany.