



## **PART I**

### **GENERAL TERMS AND CONDITIONS**

#### **Definitions**

K.I.T. Group GmbH is a Professional Congress Organizer (PCO) and is providing registration services for the 14<sup>th</sup> Congress of the European Pain Federation EFIC from 24 – 26 April 2025 taking place in Lyon, France. The PCO leads the registration services and is hereinafter referred to as “K.I.T. Group”.

The European Pain Federation EFIC is an international non-profit, scientific organisation and is the organiser of the Congress (hereinafter referred to as “EFIC”).

#### **Registration Secretariat**

K.I.T Group acts as the Registration and Organising Secretariat for the Congress. Staff and technical infrastructure for registration purposes are provided by K.I.T. Group.

#### **General Terms and Conditions for Registration**

These General Terms and Conditions are valid for each attendee registering and registered for the **14<sup>th</sup> Congress of the European Pain Federation EFIC** (hereinafter referred to as “the Congress”). Any registered person (e.g. Delegate, Student, Allied Healthcare Professional, Media representative, Speaker or Exhibitor) is considered an attendee.

#### **Registration Deadlines**

The registration deadlines are as follows:

Early registration deadline: until **15 November 2024, 24.00 CET**

Standard registration deadline: until **18 March 2025, 24.00 CET**

Late registration: from **19 March 2025**

Group Booking Deadline (10 or more delegates): **13 April 2025, 24.00 CET**

#### **Congress Registration**

Only fully completed registration forms will be accepted. The registration fee is based on the date of the receipt of the registration form and the payment in full. The registration will only be confirmed upon receipt of payment in full.

If the maximum attendee capacity is reached, EFIC reserves the right to refuse any further registration.

Only registered attendees will be permitted access to the Congress onsite in Lyon. To be eligible to register for the Congress, attendees must be at least 18 years old. Attendees may be asked to present an official identity card stating their age.



The registration fee includes access to the Congress onsite.

Attendance includes entry to the opening plenary, all scientific sessions, eligibility to submit a poster, satellite symposia, poster and exhibition areas as well as Congress material including a certificate of attendance.

The exhibitor registration entitles full access to the exhibition area and the exhibitor's own symposium but NOT to any sessions.

### **Member of EFIC Chapter or EFIC Academy**

The reduced registration fee for Members will be granted only to Members with an active membership at the point of registration. To register as an EFIC Academy or Member of EFIC Chapter, information regarding your membership will be required upon registration. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

### **Allied Health Professional**

Allied Health Professional applies to non-medical professions such as nurses, physiotherapists, psychologists, and social workers. A proof of status is necessary. Please note that the registration category Allied Health Professional is offered by EFIC to subsidize the registration cost for delegates working in pain management within professions typically with lower salaries. This registration category is not intended for pharmaceutical company employees, even if they work in one of the fields above. Physicians and commercial company employees must register as full paying attendees. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request may lead to your registration status being revoked, and a partial refund offered.

### **Trainee/Student/Fellow**

In order to register as a trainee, student or fellow, a supporting letter from your Head of Department at a recognised university or college, or a valid student ID providing proof of full-time enrolment at a recognised university or college at the time of registration is necessary. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked, and a partial refund offered.

### **Representatives of Patient Organisations**

In order to register as participant from a Patient Organisation, a proof of affiliation to the Patient Organisation will be required for validation of the status (working for a Patient Organisation, either paid or voluntary) at the time of registration. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request may lead to your registration status being revoked and a partial refund offered.



### **Attendee (Low-Middle Income Country)**

Reduced registration rates are available to attendees from all low and lower middle income countries shown [here](#), along with Albania, Bulgaria, Belarus, Bosnia and Herzegovina, Moldova, Romania, Russian Federation, Serbia, Kosovo, Turkey.

Proof of your country of residency will be required for validation of the status (e.g. supporting letter from the local company or hospital) at the time of registration. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request may lead to your registration status being revoked, and a partial refund offered.

### **Media Registration**

There is no registration fee for accredited media representatives. However, to register as a media representative, you must submit a request in writing, stating your assignment or publication, and a copy of your official press card. Information regarding your registration category eligibility must be made available upon request by the Registration Secretariat. Failure to provide such proof upon request will lead to your registration status being revoked and a partial refund offered.

### **Group Registration**

Registrations for more than ten attendees will be handled separately as a group booking. Please contact K.I.T. Group at [efic-registration@kit-group.org](mailto:efic-registration@kit-group.org).

The following terms apply:

- For a group above 20 participants: 10% discount
- For a group above 50 participants: 20% discount
- For a group above 75 participants: 25% discount

The registration fee must be paid in full upon registration. The group discount applies only to the final number of participants for the congress and will be refunded after verification of the actual number of participants after the congress.

Only fully completed group registration forms as well as fully completed name lists (including the attendees full name, individual email, and postal address) will be accepted. K.I.T. Group cannot be held responsible for double bookings of an individual attendee or group made by another company or organisation.

Badge pick-up for groups will be available on the day(s) prior to the congress. Groups will be contacted to arrange individual pick-up appointments in due time. For any other requests or questions, please contact the Pain in Europe XIII Congress Secretariat at [efic-registration@kit-group.org](mailto:efic-registration@kit-group.org).

### **Congress Material**

If the registration form and full payment are received no later than the standard registration deadline, all Congress material is included in the registration fee (except exhibitors). If the registration form and/or full payment are received after the standard registration deadline, the Congress Secretariat cannot guarantee that all Congress materials will be available.



## Method of Payment

Payment is required at the time of registration. It should be made in EUROS only, using one of the following methods:

1. Credit card (Visa, Master/Eurocard, and American Express): Attendees should complete the relevant section of the registration form.
2. Bank transfer: Payment by bank transfer is only possible until 15 April 2025 and should be made in EUR to:

Account holder: K.I.T. Group GmbH, Association & Congress Management  
Bank: Commerzbank Berlin, Kurfuerstendamm 237, 10719 Berlin, Germany  
IBAN: DE17 1008 0000 0514 0018 13  
BIC / SWIFT: DRESDEFF100  
Reference: EFIC 2025, full name, attendee number

Please note that all transfer costs must be prepaid by the transmitter. Cheques will not be accepted.

## Letter of Confirmation/Payment Receipt

A letter of confirmation/payment receipt will be sent by email once K.I.T. Group has received the fully completed registration form and the related payment. Attendees must present this confirmation/payment receipt at the registration counter as proof of their registration and payment. For tax reasons, the official invoice will be sent by e-mail after the congress.

## Letter of Invitation

Individuals requiring an official Letter of Invitation can request one during the online registration process or from the Congress Secretariat ([efic-registration@kit-group.org](mailto:efic-registration@kit-group.org)). To receive a Letter of Invitation, attendees must first register to the Congress and submit payment in full. Letters of Invitation will not be sent after the standard registration deadline (18 March 2025).

The Letter of Invitation does not financially obligate the Congress organiser or any of their related partners in any way. All expenses incurred in relation to the Congress are the sole responsibility of the attendee.

## Visa Requirements

It is the sole responsibility of the attendee to take care of his/her visa requirements. Attendees who require an entry visa must allow sufficient time for the application procedure. Attendees should contact the nearest Embassy or consulate to determine the appropriate timing of their visa applications.

The organisers will not directly contact Embassies and consulates on behalf of visa applicants.



If a visa application is unsuccessful, but was applied for in due time, the registration fee, minus a handling fee of 30 EUR can be refunded. To receive the refund, the official proof from the Embassy confirming that a visa could not be granted, must be sent to the Congress Secretariat no later than 10 days (6 Mai 2025) after the Congress.

### **Certificate of Attendance**

All registered delegates will receive a Certificate of Attendance.

### **Registration Name Change**

A handling fee of 30 EUR applies for every name change to an existing Congress registration. A new registration form for the substitute attendee should NOT be submitted. However, supporting documentation for a reduced registration rate is required if applicable. Name changes will only be accepted up to 20 April 2025 by email indicating the new and old names as well as the new contact details (address, email). After that date, all name changes must be carried out on-site.

### **Registration Cancellation Policy**

Notification of cancellation must be made in writing and sent to the Congress Secretariat by email at [efic-registration@kit-group.org](mailto:efic-registration@kit-group.org). The notification must include all the relevant information regarding the bank account to which a possible refund may be remitted.

If the written notification of cancellation for the Congress registration and any Pre-Congress Courses is received before the early registration deadline (15 November 2024), a full refund minus a handling fee of 50 EUR will be made. For cancellations received between 16 November 2024 and 6<sup>th</sup> of January 2025, a full refund minus a 150 EUR (50 EUR for Allied Health Professionals, Trainees/Students/Fellows and Patient Organisations) cancellation fee will be made. No refunds will be made for cancellations received after the 17 January 2025.

### **Refund**

Refund requests due to over payment or double payment will be processed after the Congress only. They must be made in writing and sent to K.I.T. Group at [efic-registration@kit-group.org](mailto:efic-registration@kit-group.org) no later than 10 days after the Congress (6 May 2025). No refund request will be processed after this date. Credit will not be given for unattended events or early termination of attendance.

### **Modification of the Congress Programme and Disclaimer**

EFIC reserves the right to change or adapt the programme at any time before or during the event in terms of content and/or time and/or sequence.

Although every effort will be made to ensure the accuracy of the information presented in the pages of the Congress website, EFIC cannot accept any liability for the accuracy of all the information presented at any given time.



### **Film, Photo and Video Recordings**

The attendee hereby declares their consent for the creation of image, film and audio recordings related to the 13th Congress of the European Pain Federation and that this material can be shared and published within public reporting or used in social networks (Facebook, Twitter, Instagram) about the event without entitlement to remuneration. The attendee explicitly gives their consent for the use of their images captured at the event for publications and communications relating to the event according to the effective law.



## **PART II**

### **DATA PROTECTION**

#### **Processing of Credit Card Details**

Upon registration, you will be asked to complete the online form requesting personal details required to complete your booking (including the sending of a confirmation email of the booking to you).

Should you choose to make the payment for your booking with credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be processed.

All data that are provided following your registration, will be processed in compliance with the applicable data protection legislation and following the privacy policy of EFIC, which can be found [here](#). No credit card details will be stored by EFIC after the period required for the organisation of the Congress.

To protect and safeguard the personal data provided to EFIC and K.I.T. Group, appropriate business systems and procedures have been implemented and are in full operation. For example, the credit card information is transmitted through a secure server protocol, which encrypts all personal and credit card details. The encryption method used is the industry standard "Transport Layer Security (TLS)" technology. The TLS certificate for K.I.T. Group and all its subsidiaries have been issued by utn.usertrust.com

Furthermore, security procedures and technical and physical restrictions for accessing and using personal information have been implemented and are in full operation. Only authorized personnel is permitted to access personal information for performing their duties in respect of the requested services.

The server and network of K.I.T. Group and all its subsidiaries are protected by firewalls against unauthorized access. Intrusion detection systems that monitor and detect unauthorized attempts to access or misuse our servers are installed and in full operation. Your credit card details will be kept by K.I.T. Group for up to three (3) months after the end of the Congress.

#### **Processing of other Personal Data**

The processing (which includes a.o. saving, acquisition, handling data, changes, transmission, blocking and erasing) and utilization of all personal data are executed by EFIC and K.I.T. Group in line with the European General Data Protection Regulation (Regulation (EU) 2016/679). EFIC is the data controller in this context, and its [privacy policy](#) applies.

K.I.T. Group, as the Registration Secretariat, will process personal data on behalf of EFIC for the purposes of managing registration services. This data will include:



- Names
- Country of residence
- Email address
- Professional title
- Healthcare practice/discipline
- Professional role
- Institution/place of work
- Credit card details (see section above for details)
- Membership

A mobile App provider will be commissioned (name of company to follow soon) who will process personal data on behalf of EFIC for the purposes of providing the mobile App. This data will include:

- Names
- Country of residence
- Email address
- Professional title
- Healthcare practice/discipline
- Professional role
- Institution/place of work
- Membership
- Organisation/Department
- Scientific interests

As part of the registration process, attendees may choose to actively consent to making their personal data, listed above, available to third parties participating in the Congress via online networking activities. Third parties include other attendees and exhibiting organisations such as pharmaceutical and medtech companies. Personal data will not be provided with third parties unless actively consented to by the attendee.

As some Congress exhibitors and/or satellite holders may use the Lead Capture Technology, attendees can use their name badge like a business card with them to communicate their complete contact details. In this case you decide to whom you provide your data. Please note that offering your badge to be scanned at an exhibition stand and/or at the entrance to a satellite symposium implies your acceptance that the respective company receives your complete contact details from the organisers and may contact you, using the data.

In case of data protection inquiries please contact [sam.kynman@efic.org](mailto:sam.kynman@efic.org).

### **Consent for Presentations**

Congress sessions might be recorded and made available on the EFIC Educational Platform after the Congress. For European data protection, this may only be done with the expressed permission of the presenters (contributions of Chairs and Moderators are exempt from this regulation). Therefore, a definite positive publishing consent is required for all separate contributions. We will ask you to make a consent statement on the upload platform (online and/or onsite), otherwise we will be forced to remove the affected part later from the session recording before the recording can be published.





## **The Website and Use**

All content displayed on the Congress website is owned by EFIC unless explicitly stated otherwise. Reproduction of any content of the Congress website content in any other way requires prior permission from EFIC.

## **Cancellation or Postponement of the Congress**

In the event that the Congress cannot be held or is postponed due to events beyond the control of EFIC (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of EFIC, EFIC 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, EFIC reserves the right to either retain the entire registration fee and to use it for a future Congress within a year after the cancelled Congress to which the attendee will have the right to attend free of additional charge, or to reimburse the attendee after deducting of the costs already incurred up to the date of cancellation for the organisation of the Congress and which could not be recovered from third parties.

## **COVID-19 Regulations: Cancellation of the Congress, cancellation of attendance**

If the Face-to-Face Congress cannot take place at the originally scheduled event dates due to government regulations, laws, ordinances and other public orders that apply in connection with the pandemic due to the SARS-CoV-2 (COVID-19) coronavirus and variants ("COVID-19 Regulations"), the organiser shall be released from the obligation to perform. In case of complete cancellation, registered and fully paid attendees shall receive a refund of the respective participation fee paid. Refunds will be made according to the procedure described above in the section "Cancellation or Postponement of the Congress".

In the event of cancellation of attendance by an attendee due to the above mentioned COVID-19 regulations in effect at the time of the event in his/her country of residence, the refund will be governed by the principles outlined in the "Registration Cancellation Policy" section above, with the understanding that the attendee will be refunded his/her their registration fee regardless of the time of cancellation for a processing fee of 30.00 EUR.

## **Liability**

EFIC shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of EFIC - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the Congress at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by EFIC.

## **External Links**

Links to external and third-party sites are provided only for the convenience of those using the Congress website. EFIC and K.I.T. Group are not responsible for the content of such external sites and inclusion of links does not necessarily imply support or endorsement of the content, nor does



it guarantee the accuracy of the content. Although regular efforts are made to keep links current, EFIC and K.I.T. Group cannot guarantee this will always be the case.

### **Viruses or other technical disruptions**

All reasonable attempts are made to ensure that downloadable content is free from viruses. EFIC and K.I.T. Group cannot accept liability for damage resulting from virus infection contracted from this site. EFIC and K.I.T. Group cannot guarantee a disruption free use of the Congress website. Any claims for damages in this respect are excluded

### **Trademarks and Copyright**

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### **Fulfilment and Jurisdiction**

These general terms and conditions are solely governed to the law of Belgium. In the event of any legal claims arising here from, the Belgian courts of Brussels shall be the sole courts of jurisdiction.

### **Severability Clause**

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of these General Terms and Conditions remaining are not impaired. The ineffective or impracticable clause from the General Terms and Conditions will consequently be interpreted in good faith in order to be replaced by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.

As of June 2024

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