



GENERAL TERMS AND CONDITIONS

Definitions

K.I.T. Group GmbH is a Professional Congress Organizer (PCO) and is providing registration services for the 15th Congress of the European Pain Federation EFIC from 21 – 23 April 2027 taking place in Glasgow, Scotland. 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 **15th 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 **14 December 2026, 24.00 CET**

Standard registration deadline: until **22 March 2027, 24.00 CET**

Late registration: from **22 March 2027**

Group Booking Deadline (10 or more delegates): **09 April 2027, 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. 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.



Compliance and Industry Regulations

Participants agree to comply with all applicable laws, regulations, and industry codes (e.g. regarding interactions with healthcare professionals and industry representatives). Certain sessions or benefits may be restricted based on professional status (e.g. prescriber vs. non-prescriber).

Attendee (Low-Middle Income Country)

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

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.

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.



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 2027 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 2027, 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). 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 (22 March 2027).

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 50 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 (7 Mai 2027) after the Congress.

Certificate of Attendance

All registered delegates will receive a Certificate of Attendance.

Registration Name Change

A handling fee of 50 EUR (net) 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 17 April 2027 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.

Lost Name Badge

The name badge shall be always worn during the Congress. Access to the Congress facilities will not be granted without a proper name badge. If you lose, misplace, or forget your name badge, you may request a new badge print out. Your Registration Confirmation Receipt will be required as well as a handling fee of 50 EUR (net). Any re-issue of a name badge will only be made after receipt of payment of the handling fee.

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. 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 (14 December 2026), a full refund minus a handling fee of 50 EUR* will be made. For cancellations received between 15 December 2026 and 10 January 2027, 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 10 January 2027. *Prices excluding VAT.

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 no later than 10 days after the Congress (07 May 2027). 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

Attendees of the Congress are required to respect the privacy of other participants and refrain from any unauthorised or unwelcomed recording or photography.

Participants are not allowed to take photos or videos of scientific material shown, unless express prior consent by the presenter has been ascertained in writing. Moreover, integral recording of complete oral presentations is not allowed at the Congress, unless these are done by a professional entity that has been hired for this purpose by or on behalf of the organiser. The use of flash is not allowed in any session hall or in the exhibition areas unless performed by an authorised professional photographer.

Taking photos and recordings within the Congress environment for professional or personal use is not allowed without obtaining prior permission from the organiser and the person/subject of the photography.

This policy does not affect the right of the organizer to take photos and recordings for the purpose of promoting the Congress in future.

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 organization 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.

Congress registrants who choose to register for the British Pain Society 2027 Satellite Event will have their registration data transferred to the British Pain Society and processed in line with their [privacy policy](#). Your confirmation of the registration process serves as consent for this data processing.

In case of data protection inquiries please contact 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.



International Public Health Emergencies:

Cancellation of the Congress / Cancellation of Attendance

If the Face-to-Face Congress cannot take place on the originally scheduled dates, or can only take place subject to material restrictions, due to any applicable government regulations, laws, ordinances, public health measures, travel restrictions, quarantine requirements, border closures, emergency declarations, sanctions, or other orders or guidance issued by competent local, national, or international authorities in connection with a pandemic, epidemic, outbreak of infectious disease, or other international public health emergency - including, but not limited to, SARS-CoV-2 (COVID-19) and its variants, influenza outbreaks, mpox, viral hemorrhagic fevers, or any other communicable disease event declared or recognized by the World Health Organization (WHO) or relevant governmental authorities ("Public Health Emergency Regulations") - the Organiser shall be released from its obligation to perform the Congress as originally planned.

In the event of complete cancellation of the Congress by the Organiser for the reasons described above, registered attendees whose participation fees have been fully paid shall be entitled to a refund of the respective participation fee paid. Refunds shall be processed in accordance with the procedure set out in the section entitled "Cancellation or Postponement of the Congress."

If an attendee is unable to attend the Congress due to Public Health Emergency Regulations applicable at the time of the event in the attendee's country of residence, country of departure, country of transit, or the host country of the Congress - including, without limitation, mandatory travel restrictions, visa suspensions, quarantine or isolation requirements, institutional travel bans, mandatory vaccination or testing requirements that cannot reasonably be fulfilled, or official recommendations against non-essential travel - the attendee may cancel his or her participation. In such cases, the refund shall be governed by the principles outlined in the "Registration Cancellation Policy" section above; however, notwithstanding any stated cancellation deadlines, the attendee shall be entitled to a refund of the registration fee less an administrative processing fee of 150 EUR* (50 EUR* for Allied Health Professionals, Trainees/Students/Fellows and Patient Organisations).

The Organiser reserves the right to request reasonable supporting documentation evidencing the applicable restriction or circumstance forming the basis for the cancellation request. 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 2026

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