

General Terms and Conditions (GTC)
ISAPS Olympiad Athens World Congress August 31 – September 2, 2023
Pre-Congress Course August 30, 2023

INDIVIDUAL REGISTRATION

REGISTRATION PROCEDURE

- All participants should pre-register to the ISAPS World Congress online: <https://www.xcdsystem.com/isaps/attende/index.cfm?ID=gcwNR5b>
- ISAPS members who have registered at the Non-Member fee **cannot** have their fee reversed if they subsequently pay their membership fees – **Please ensure you pay your membership renewal or join fee before registering for the meeting.**

By completing the on-line pre-registration forms, all Terms and Conditions within this document are accepted.

SUBMISSION OF DELEGATE NAMES

- Full correspondence details must be given to complete the booking.
- Details of a sponsoring organization or agency in place of the participant's details are **NOT** acceptable. Registrations submitted without stating the delegate's correspondence details **WILL NOT** be processed.
- Please note that details provided will be used by ISAPS for the purpose of processing your registration and communicating information about our event with you, in line with our privacy policy.
- Exhibitors will receive a list of delegates attending by name and country only. Exhibitors might also use a lead retrieval system on their booth to collect the data you provide with your consent.

CONFIRMATION OF REGISTRATION

Registration Confirmations will be sent via email to the registrant. Please ensure that your email address is correct. ISAPS cannot be held responsible for failures of communication related to incorrect data entry. Participants are requested to check the details of their registration and to let ISAPS know immediately if there are any errors that they cannot correct in their profile.

REGISTRATION AND REGISTRATION FEES

- All fees shown are per person and are in US Dollar(s).
- Registration will be open during the event for payment by credit card only.
- Members are **NOT** automatically registered and will need to complete the registration form. Those with a paid but pending ISAPS membership application may also register within this category. To qualify for the reduced member registration fees, ISAPS membership fees must have been settled in full. All other participants will have to register as non-members.
- The registration system will **automatically** check the membership status of the participant. Member registration fees are applicable only when the member's subscription has been paid. When the member's subscription is unpaid the Non-Member fees will be applied. **Revision of fee status will not be considered.**
- Faculty need to register individually.
- The Organizer will make every effort to identify duplicate registrations (whereby a participant in your group is either registered as an individual or registered in another group) and to inform the group leader accordingly. The Organizer cannot be held responsible in the event of a double registration.

CERTIFICATES OF ATTENDANCE

Certificates of attendance will be available after the event, once a delegate evaluation form has been completed.

CANCELLATION OF REGISTRATION

Requests for refunds will be granted for cancellation until 29th June 2023 and must be emailed to: Registrar@isaps.org. No refunds will usually be granted for any reason thereafter, except in cases of failure to obtain a visa to enter Greece (with documentary evidence from Embassy or Consulate) or COVID-19 / other travel restrictions imposed directly by the government of Greece.

In case of cancellation due to illness/accidents, we will require your medical certificate from a local hospital/doctor, including the delegate's full name and dates of document creation. To ensure the refund application can be successful, the document should be from the few days before the trip and no later than 2 days after the trip departure.

Refunds are at ISAPS discretion.

A 20% administrative fee will be retained from all refunds except for visa denials.

In the event of a double booking (where a participant has made two registrations for the meeting), ISAPS must be notified in writing on or before **29th June 2023**. The fee for the second booking will be refunded less an administration charge. Refunds will not be given for double bookings after this date.

No-shows at the meeting will be charged at the full fee. There will be no refund issued.

CANCELLATION / POSTPONEMENT OF THE ISAPS WORLD CONGRESS

ISAPS shall not be liable in the case that the ISAPS World Congress cannot be held and is subsequently cancelled, postponed, moved or changed due to events beyond its reasonable control, including but not limited to:

- An event of "Force Majeure" meaning an event beyond the reasonable control of ISAPS, which prevents ISAPS from complying with any of its obligations, including but not limited to:
- act of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves, floods or pandemic);
- war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilization, requisition, or embargo, national mourning;
- rebellion, revolution, insurrection, or military or usurped power, or civil war;
- contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly;
- riot, commotion, strikes, go slows, lock outs or disorder closure of airports and train stations.
- acts or threats of terrorism.
- any reason(s) beyond ISAPS's or any of its suppliers' control that prevents or substantially hinders the plan of holding the event.

ISAPS cannot be held liable by participants for any damages, costs, expenses or losses incurred, whether directly or indirectly, as a result of the cancellation or postponement of the event. It is highly recommended that delegates take out appropriate travel insurance.

In the case that the event is postponed, moved or changed, all fees pre-paid will be applied in full to the replacement event.

ALTERATIONS

Please inform ISAPS immediately if there is an error in your registration confirmation.

Participants may make additions to their registration at any time by accessing their Account.

The transfer of registration is not permitted.

PAYMENT

The registration is not valid until the "Complete" button is clicked and full payment has been received. All registrants will receive a confirmation email and can access their invoice within their online profile.

• CREDIT CARD payments - American Express, Visa, MasterCard and Discover.

If you are unable to pay by credit card, please contact registrar@isaps.org

CHEQUES ARE NOT ACCEPTED.

RECORDING POLICY

Recording (photographic, video and audio) of the sessions and exhibit hall during the ISAPS World Congress is strictly prohibited. Our sessions are available to delegates to view On Demand, online after the Congress for a period of one year.

EXHIBITOR and GROUP REGISTRATIONS

All terms and conditions apply for individuals and as listed above except where varied below. These additional Terms and Conditions govern exclusively the registration for and participation in the ISAPS World Congress by Companies on behalf of third parties. The word 'COMPANY' means the person, company, firm or other organization, to which an Exhibitor / Group Registration has been authorized by the Organizers and, in relation to any term or condition, shall include employees, contractors, sub-contractors, servants, agents, licensees or invitee of the Company. The word 'ORGANIZERS' means 'International Society of Aesthetic Plastic Surgery (ISAPS)'.

A contractual relationship governed by these Terms and Conditions is entered into between ISAPS with its registered office in 19 Mantua Road, Mount Royal, NJ 08061, USA and the Company.

GENERAL

- **Exhibiting companies** wishing to register and pay for exhibit stand personnel at the ISAPS World Congress **should contact: events@isaps.org**. Terms and conditions for exhibitors will be covered in our exhibitor manual which can be found on our [website](#).
- **Sponsors, travel or other agencies** wishing to register and pay for any number of delegates at the ISAPS World Congress **should contact: registrar@isaps.org**.
- Each **exhibiting company or sponsor** must have a designated group leader, **who will receive payment confirmation upon registering and paying for the exhibiting company/ group of delegates**.
- The group leader is responsible for ensuring that the registration instructions are adhered to.
- The group leader is responsible for checking if details of the participant are already included in the database. Failure to do so will result in duplicate entries in the database and duplicate registrations.
- **The group leader having carried out the check must choose the correct fee. If a company pays a non-member fee for a participant who is subsequently found to be a member, the fee cannot be reversed.**
- The Third Party/Exhibitor/Group Registration process will not be finalized, or group participants registered to the meeting until the Organizer has received **FULL PAYMENT FOR ALL REGISTRATIONS** in the group.
- There will be no onsite registration for Exhibitors/Groups at the meeting venue. Exhibitor / Group registration will be possible online till latest August 21, 2023.

REGISTRATION AND REGISTRATION FEES

All terms relating to individual registration and fees as above apply.

SUBMISSION OF PARTICIPANT DETAILS FOR GROUP DELEGATE REGISTRATIONS

- The group leader is responsible for assigning participants to tickets and submitting complete contact details for each newly registered participant including their **unique individual email address**. The group leader may not substitute the email of the company as being the email of a registered participant.
- Failure to submit the registrant's correct email and other relevant details, will negatively impact the registered participant as the Organizer will be unable to provide the participant with access to the virtual event and the certificate of attendance.
- Certificates of attendance are available only in participants' ISAPS user accounts after the event. Participants can only access their ISAPS user account with their email address. Certificates will be provided only to the participant and **NOT** to Group Leaders or any third-party contact.

PAYMENT & CANCELLATION TERMS AND CONDITIONS FOR ALL GROUP DELEGATE REGISTRATIONS

- Payment of the total registration fees must be paid in full in advance of the meeting.
- Payment Demand/Invoice(s) for group registrations will be sent via email.
- Payment Demands must be paid within 14 days of the date of issue.

If you have any questions, you may find answers in our [FAQ's section](#) of our website or please contact registrar@isaps.org.

Privacy policy

This is a summary of our Privacy Policy. A full copy of ISAPS' privacy policy can be read [here](#).

We wrote this policy to help you understand what information we collect, how we use it and what choices you have.

We collect information in a few different ways:

- **When you give it to us or give us permission to obtain it**
When you join ISAPS as a member, pay dues or attend any of our meetings, you give us your information voluntarily. This may include your gender, degree, name, work address, home address, email address (personal and/or work), phone numbers (work, fax, cell, home), profile photo, date of birth and payment information.

- **We also get technical information when you use the ISAPS website, ISAPS Congress website, online registration program, Congress website chat area, abstract submission program and when surveys are sent to you.**

Whenever you use any website, mobile application or other internet service, certain information is created and logged automatically. The same is true when you use ISAPS sites.

- If you connect your Facebook or Google or any other social media account or accounts from other third-party services to ISAPS, we may also get information from those accounts. The information we obtain from those services depends on your own settings and their privacy policies, so please be sure you understand them clearly.

Here are some of the types of information that may be shared:

- **Log data.** When you use ISAPS websites, our servers record information (“log data”), including information that your browser automatically sends whenever you visit a website, or that your mobile app automatically sends when you’re using it. This log data includes your Internet Protocol (IP) address, the address of and activity on websites you visit that incorporate ISAPS features.
- **Cookie data.** We also use “cookies” (small text files sent by your computer each time you visit our website, unique to your ISAPS account or your browser) or similar technologies to capture log data. When we use cookies or other similar technologies, we use session cookies (that last until you close your browser) or persistent cookies (that last until you or your browser delete them). Some of the cookies we use are associated with your ISAPS account (including information about you, such as the email address you gave us) and other cookies are not.
- **Device information.** In addition to log data, we collect information about the device you use to access the ISAPS websites, including type of device, operating system, settings, unique device identifiers and crash data that helps us understand when something breaks.
Whether we collect some or all of this information often depends on what type of device you are using and its settings. For example, different types of information are available depending on whether you use a Mac or a PC, or an iPhone or Android phone. To learn more about what information your device makes available to us, please also check the policies of your device manufacturer or software provider.

Technical Information We Collect When You Use Our Information Tools:

- Usage data and preferences
 - Sign-up data
 - Authentication detail
 - Login history
- Session log – Actions taken during a session
- Device specific information (device type and identifiers; events, such as crashes)
- Account profile information
- Cookies associated with your account
 - Verifying your login credentials
 - Pages you view and actions taken on sites or with browsers incorporating ISAPS information

What we do with the information we collect:

- We use the information we collect solely to provide ISAPS services to you. We commit to showing you content that’s relevant to you. In order to do that, it’s necessary for us to use your information to:
 - Identify you when you use the ISAPS websites, and process your transactions for registrations, dues payments and other orders.
 - Respond to your questions or comments.
- We also have a legitimate interest to improve the ISAPS website, maintain our relationship with you as relates to your chosen level of engagement (as a member or otherwise), and to protect our users. We both benefit when we use your information to:
 - Help your patients and contacts find you on the ISAPS website, if you agree to this.
 - Conduct analytics on who is using the ISAPS websites and what they are doing.
 - Improve ISAPS websites and offer new features.
 - Ensure the authorized access to ISAPS benefits and products.
- In addition to the specific circumstances above, we’ll only use your information with your consent to send you ISAPS informational materials by mail, and email depending on your account or operating system settings.

Each time we send you an email about these informational materials, we give you the option to unsubscribe.

Information may be sent by ‘direct mail’ out of our member database, where we still control what you access according to our legitimate interest and your embedded consents; OR it may be sent to you via a third-party mailing system which allows us to design the material we send to you (e.g., our ISAPS News / E-Magazine). Please be aware that if you choose to unsubscribe to one of these products, ISAPS is not able to reinstate that subscription for you.

Transferring your information:

ISAPS is a worldwide organization. By using the ISAPS websites, you authorize us to transfer and store your information outside your home country for the purposes described in this policy and those that you choose to participate in. The privacy protections and the rights of authorities to access your information in these countries may not be the same as in your home country.

Choices you have about your information:

Our goal is to give you simple and meaningful choices regarding your information. If you are an ISAPS member, or applying for membership, many of the choices you have with ISAPS are built directly into the ISAPS website or your settings. For example, you can:

- Edit information posted on the website in your member profile, or by contacting the Executive Office at any time, decide whether your profile is available on the ISAPS website, or choose whether others can find you using your email address.
- Withdraw your ISAPS membership at any time. When you do this, we will remove your information from the ISAPS website.

You also have choices available to you through the device or software you use to access the ISAPS website. For example:

- The browser you use lets you control cookies or other types of local data storage.
- Your mobile device lets you choose how and whether your location, photos, advertising identifiers and other data is shared.

To learn more about these choices, please see the information provided by your device or software provider.

How and when we share information:

- If you are an Associate, Active or Life member of ISAPS, you will be listed in our Find a Surgeon directory on our public website as part of your member benefits. In this case anyone can see your information on the ISAPS website – name, hospital address, phone number, professional website (if provided) and email address.
- All ISAPS members in all member categories are listed in our member directory, which is available for all members to view when logged in to our website.
- Some of our services require us to share information with third parties, so we can provide you the access requested (for example an online product) or to improve your ISAPS experience, make sure our customization is effective, and that it complies with laws that apply to us. We may share your information with:
 - Our third party suppliers (if you are a member) to allow you to access other member services / products that you have requested and which are hosted on third party (e.g., publisher) secure websites.
 - Third party companies or individuals that we employ to process information on our behalf based on our instructions and in compliance with this Privacy Policy. For example, we share payment card information with the payment companies we use to store your payment information.
 - We also share data with security consultants to help us get better at identifying spam. Some information we acquire may be collected by third party providers on our behalf. Our website developer has access to your data in order to include it on the website.
 - Other services (like Facebook or Google) when you decide to link your ISAPS account to those services or publish your activity on Facebook.
 - Online advertisers, and third-party companies that we or they use to audit or improve the delivery and performance of ads or content on websites, and apps (for example, through Google Analytics). This includes what website pages you visited and whether or how you engaged with those pages, or other information about your activity on any ISAPS websites.

How long we keep your information:

We keep your information for five years after your membership lapses, or after an event such as a course or Congress has ended in the case that you do not have any ongoing relationship with ISAPS.

Your options:

You have options in relation to the information that we have about you, described below.

To exercise these options, please contact us. You can:

- Have your information corrected or deleted. You can update your information by contacting us.
- Object to us processing your information. You can ask us to stop using your information, including when we use your information to send you marketing emails. If you opt out of receiving marketing messages from us, we may still send you newsletters and updates about upcoming events. We only send you marketing material if you've agreed to it, but if you'd rather we don't, you can easily unsubscribe at any time.
- Complain to a regulator. If you're based in the EEA and think that we haven't complied with data protection laws, you have a right to lodge a complaint with the Data Protection Commission or with your local supervisory authority.

SSL and/or TLS encryption

For security reasons and to protect the transmission of confidential content, such as purchase orders or inquiries you submit to us as the website operator, this website uses either an SSL or a TLS encryption program. You can recognize an encrypted connection by checking whether the address line of the browser switches from "http://" to "https://" and also by the appearance of the lock icon in the browser line.

If the SSL or TLS encryption is activated, data you transmit to us cannot be read by third parties.

Contacting Us

If you have any questions regarding the privacy policy, the best way to contact us is:

Tel: +1-603-643-2325

Email: isaps@isaps.org

Mail: ISAPS | 19 Mantua Road, Mount Royal, NJ 08061, USA

The ISAPS Executive Office is responsible for protecting your information.

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