

Terms and conditions

General conditions

- Registration will not be confirmed until the registration fee is fully paid.
- For the participants of the „Global Green Destinations Days 2019“, we have reserved rooms in various price category hotels. Accommodation reservations are handled through the on-line registration form.
- Registrations and requests by phone will not be accepted. We reserve the right to confirm bookings in other price categories if the requested category is fully booked. Hotel reservations will be confirmed upon receipt of the payment.
- Confirmation of registration will be sent by e-mail. If you do not receive any confirmation of your booked services within 7 days, it is your responsibility to check back with the organizer. Your acceptance of these terms and conditions is considered final and cancellation conditions will apply as soon as the registration process is finalized.
- From August 1st 2019, all administrative changes will be charged in an additional amount of 20,00 €.
- It is the responsibility of all registrants to ensure that they have all necessary documents required to enter Croatia. The process of obtaining all required documents may take up to several months, so it is recommended that registrants plan appropriate action accordingly.

Payment conditions

Payment can be made using SEPA bank transfers and credit or debit cards via the secure payment site. Participant/payer will be charged in EUR. All prices include currency risk surcharge to the actual exchange rate. Participant/payer credit card company will convert this cost to the currency of your credit card.

Using bank transfer, please note all bank charges have to be supported by the participant/payer and should be added to the total amount. When you make an international wire transfer (SWIFT) you need to select the OUR instruction as payment option what means you will pay all transfer charges.

Invoice delivery

Always double check the invoice sent to you by e-mail and do not forget to check your spam/ junk folder in case you do not get your invoice within 24 hours of making a purchase. If you do not notify us within 24 hours, we will assume the invoice was successfully delivered to you.

Name changes and substitutions

A handling fee of €20 will be charged for every name change to an existing conference registration. A new registration form for the substitute delegate should NOT be submitted. Name changes will be accepted by email support@eventrify.us indicating the old and new names including the required contact details.

Amendment of conference registration and accommodation booking changes

Cancel and incorrect registration fee selected by the client will be charged €35 +7%.

A handling fee of €35 will be charged for modification of an existing conference registration and/or accommodation booking (e.g. changing type of the registration pass, adding additional person in the room, prolonging your stay beyond the initial dates). All amendments must be confirmed to us by e-mail; you will receive a written acknowledgement.

For duplicate credit card reservations (same amount charged in a short period of time), a handling fee of €35 + 7% of total transaction value will be charged. When you initiate the credit card transaction do not press "Confirm order and finish" once again or the "Back" or "Refresh" buttons in order to avoid unnecessary charges.

Should you wish to extend your stay beyond the initial dates, please contact the conference registration provider at support@eventrify.us advising of the check-in and check-out dates and the room type required. You will then make the booking for extended day(s) by yourself using our registration system. Please bear in mind that a handling fee of €35 will be charged for extending your accommodation booking.

For any type of questions regarding accommodation/booking/transfers please use Eventrify chat support available from the right bottom corner on the conference registration form (www.get2.events).

Cancellation and refund policy

All cancellations must be sent in writing to the technical organizer's e-mail address ana.skolan@globtour.hr and are subject to the following cancellation charges:

- Accommodation cancellation before August 1st 2019: no charges, however an administration fee of 35 € + 7% of the total amount refunded will be charged*
- Accommodation cancellation from August 1st 2019 until August 22nd 2019: cancellation fee of 100% of the first night will be charged
- Accommodation cancellation from August 22nd 2019, including early departure, belated arrival or no-show: cancellation fee 100 % of reserved accommodation
- Transfer cancellation before August 1st 2019: no charges, however an administration fee of 35 € + 7% of the total amount refunded will be charged*
- Transfer cancellation from August 1st 2019 until August 22nd 2019: Organizer will refund 80% of the cost of the registration fee, however an administration fee of 35 € + 7% of the total amount refunded will be charged*
- No refund will be granted after August 22nd 2019 or in case of early departure, late arrival or no-show
- Bank charges applied to a refund will be borne by the delegates. An administrative charge of €35 + 7% will be applied for all refunds.

* deducted for any transfer fees

Disclaimer

Globtour Event Ltd. will ensure the privacy of personal data provided by guests, in a manner that it will collate only the necessary, essential customer/user data needed to fulfil obligations. Globtour Event Ltd. will inform customers of the manner in which their data will be used, with the choice of use of their information, including the ability to decide whether or not they wish their name to be removed from lists used in marketing campaigns. All user data is strictly protected and available only to employees who need that data for their work. All employees of Globtour Event Ltd. and their business partners are responsible for enforcing these rules of privacy protection.