



GENERAL TERMS AND CONDITIONS

Definitions

K.I.T. Group, Professional Conference Organizer (PCO) of the 51st Annual Conference of the International Society for Pediatric and Adolescent Diabetes (ISPAD 2025), to be held at the Palais des Congrès de Montréal in Montréal / Canada, from 5-8 November 2025. The PCO leads the hotel accommodation and is hereinafter referred to as K.I.T. Group. ISPAD is a non-profit, scientific organisation.

General Terms and Conditions for Hotel Bookings Reservation (hereinafter “GTC”)

These GTC regulate the conditions of the accommodation contract when a hotel room is booked through K.I.T. Group. In this respect, they become a binding contractual component of every room booking.

Hotel accommodation is subject to availability and will be allocated on a first come, first served basis.

All rates listed are per room and night in US Dollar (USD) and breakfast.

Telephone reservations will not be accepted. All reservations must be made by using the official booking form and submitted with full credit card details, without which the booking cannot be processed.

Should the selected hotels be sold out, K.I.T. Group reserves the right to book another hotel of a similar category and price range. The check-in and check-out times of the respective booked hotel partner apply. If the estimated time of arrival at the hotel is after 18:00, it is mandatory to inform K.I.T. Group.

Please contact K.I.T. Group at ispad-accommodation@kit-group.org for bookings of 10 rooms or more, as they will be handled separately.

Payment

Delegates need to use a **credit card** and K.I.T. Group will charge the full balance due for the entire stay at the time of room reservation.

For credit card payments, a 3.5% handling fee will be automatically added to the accommodation amount due. This handling fee will not show on your accommodation invoice. A payment receipt will be sent to you upon request. Paid handling fees are not refundable in case of cancellation or reduction of the block.

Confirmation and Invoice

Confirmation of the hotel booking will be sent out upon receipt of the housing request and the full payment. The accommodation invoice will be sent out automatically to each delegate after the conclusion of the conference.

Changes and Cancellations

All changes and cancellations must be sent in writing (fax, letter or email) to K.I.T. Group.

Please note that hotels will not accept any changes or cancellations directly.

- For cancellations received **before 22 April 2025**, the non-refundable deposit of **35,00 USD** will be retained by K.I.T. Group.
- For cancellations received **between 22 April 2025 and 30 June 2025**, an amount **corresponding to one night of the accommodation cost** will be retained by K.I.T. Group (**this does not apply for the InterContinental Montréal and Renaissance Montréal for cancellations received after 29 April 2025, no refunds will be possible.**)
- For all other hotels cancellations received **after 30 June 2025**, **no refunds will be possible**. After this date, the full value of the reservation indicated on the hotel reservation form will be charged.



For a reduction in the length of stay or in case of a no-show, no refunds will be made. The entire number of nights booked on the hotel booking form and confirmed by K.I.T. Group will be charged.

No-shows will be released at 09.00 the following day, and the accommodation will not be refunded.

Cancellation of the Conference due to Force Majeure

In the event that the conference cannot be held or is postponed due to events beyond the control of the Organiser and K.I.T. Group (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the Organiser and/or K.I.T. Group, neither the Organiser nor K.I.T. Group can be held liable by delegates for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Refund Policy

Payments already made to K.I.T. Group for can only be refunded under the mandatory condition that K.I.T. Group has received the full refund of all advance payments, deposits and/or other payments previously made in execution of this contract back from the hotel. Refunds will only be made after the final invoice has been issued.

Regulations of Hotel Partners

Delegates (Guests) are obliged to follow the applicable house rules and hygiene regulations from the hotel partner. In compliance with the applicable house rules and hygiene regulations, K.I.T. Group reserves the right to pass on the delegate's contact details to the booked hotel.

Data Protection

1. Processing of Personal Data

When you book your hotel accommodation you will be asked to complete the online form providing your full name, address, email address and telephone number. The collected information is required to process, book and 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 by credit card, your credit card details (i.e. credit card type and number, CVC code, expiration date, credit card holder name) will also be collected.

All data will be saved and processed in compliance with the applicable data protection legislation.

In order to protect and safeguard the personal data provided to K.I.T. Group, appropriate business systems and procedures have been implemented and are in full operation. For example, 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 has 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 are 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 months after the end of the Conference.

2. Sharing of Contact Details



The acquisition, handling (which includes saving data, changes, transmission, blocking and erasing) and utilisation of all personal data is executed by K.I.T. Group within the applicable guidelines of the effective German data protection regulations / European General Data Protection Regulation.

K.I.T. Group will collect and store all data for the preparation and execution of ISPAD 2025. In addition, K.I.T. Group and its subsidiaries periodically share contact details of attendees with third parties (e.g. industry companies) that may use these details to contact attendees regarding activities at the Conference or other communications which may be of interest. Therefore, data might be passed on to third parties (e.g. industry companies) unless otherwise explicitly indicated by the attendee. Your complete contact details will only be forwarded if:

- your explicit consent is given, or
- a third party has proven to K.I.T. Group that you have violated the rights of this third party and thus demands the disclosure of your data as long as your interests, fundamental rights and basic freedoms are not outweighed, which is required by the protection of your personal data, or
- K.I.T. Group is obliged to give out your data due to, for example, a court order or an official order.

In case of data protection inquiries please contact the data protection official of K.I.T. Group and its subsidiaries by email security@kit-group.org.

Liability

K.I.T. Group shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of K.I.T. Group - for whatever legal reason apart the liability for damages resulting from injury to life, body or health - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this.

Fulfilment and Jurisdiction

These GTC shall be governed by German law and shall be deemed to be an agreed part of the accommodation contract. The place of performance is Montréal, Canada. The place of jurisdiction - insofar as permissibly agreed - is Berlin, Germany.

Requirement of written form, severability clause and reservation of right of amendment

No oral agreements have been made. Amendments and/or additions to these GTC's must be made in writing in order to be effective. This also applies to the waiver of the written form requirement.

Should individual provisions of these GTC be and/or become invalid and/or unenforceable, the remaining provisions shall not be affected thereby. Instead, the parties undertake to replace the invalid and/or unenforceable provisions by legally valid and/or enforceable provisions which correspond economically to the invalid and/or unenforceable provisions. This also applies to any loopholes.

K.I.T. Group may make amendments and/or additions to these GTC at any time, subject to the written form requirement and inform the delegates of any such revisions from time to time. If the changes and/or amendments affect essential parts of the accommodation contract and if the rights of the delegates are significantly changed as a result, each delegate with an existing and paid hotel booking will be informed separately with the possibility of consent.

As of 25.03.2025

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