



# Rethinking transport

27-30 April 2020

## REGISTRATION GENERAL TERMS & CONDITIONS

*Updated 13.2.2020 Tapahumantekijät PN Oy (Professional Conference Organiser)*

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## 1 General Terms and Conditions

These General Terms and Conditions shall apply to the Delegate participating in the Transport Research Arena 2020 conference, co-organised by the agencies under the jurisdiction of the Finnish Ministry of Transport and Communication and the European Commission. The confirming and invoicing party of the conference (hereafter Service Provider) is Tapahtumantekijät PN Oy (Business ID 0869073-9) acting as Professional Conference Organiser (PCO) of TRA2020 conference.

These General Terms and Conditions constitute an integral part of the agreement between the Service Provider and the Delegate.

All the references to a date or a deadline, mentioned in this and other conference documents, refer to the Eastern European Time (UTC+2).



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## 2 Definitions

As used in this document, the following terms have the meanings specified below:

- a) TRA2020: The TRA2020 (Transport Research Arena 2020) conference to be held in Helsinki, Finland, from 27 until 30 April 2020.
- b) Organiser – The Finnish Transport and Communications Agency Traficom
- c) Service Provider – Tapahtumantekijät PN Oy, entered into the Business Information System ("YTJ" in Finnish) maintained by the Finnish Patent and Registration Office (PRH) and the Finnish Tax Administration. The Business ID of Tapahtumantekijät PN Oy is 0869073-9.
- d) Delegate – a person attending the TRA2020 conference as a visitor. The Delegate is entitled to participate in the TRA2020 conference under these Terms and Conditions.

## 3 Conclusion of Agreement

Submission of an online / onsite registration is regarded as a firm booking and acceptance of these General Terms and Conditions. The Service Provider will not take responsibility if registration made by other methods does not reach the Service Provider. By registering, the Delegate is also confirming that the information submitted is accurate and complete. By completing the registration, the Delegate accepts the Terms and Conditions.

## 4 Terms of Payment

Only fully completed registration forms will be accepted. A confirmation of payment will be sent upon receiving the payment in full. If the full payment has not been received before the deadline indicated, the registration will remain valid. However, the due fee will be charged according to the current conference registration rate (early/standard/on site). In the event that full payment is not received by the TRA2020 Conference, the Delegate will be refused entry to the Conference. A conference badge will be handed out only after full payment.

Payments can be made by credit card only. Visa, Eurocard or Mastercard are accepted for credit card payments, which can be made online during the registration process. The payments will be charged by the Service Provider Tapahtumantekijät PN Oy. The payment service provider is Paytrail Plc.



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Groups of ten (10) participants or more may pay the registration by bank transfer or credit card until 9 April 2020. If paid by bank transfer, an additional handling fee of EUR 20 (excl. VAT) will be charged. All bank fees and money transfer costs must be paid by the Delegate.

## 5 Currency and VAT

All fees are in Euros (EUR), and exclusive of current Finnish Value Added Tax (VAT) and inclusive of catering services (morning coffee, lunch, afternoon coffee). All registration fees are exclusive of TRA Party tickets, technical tour tickets, social events and other side events.

## 6 Conference Registration

Registration fee includes an access to all conference sessions, an access to the poster area, an access to the exhibition and demonstration area, an access to the welcoming and closing ceremonies, an access to the networking area, provided that sufficient seating space is available, an access to lunch and coffee breaks at the conference centre in the lunch areas and an access to the personal virtual conference bag.

Technical tours and social events are free of charge unless stated otherwise. Registration for technical tours and social events must be made when registering to the conference. All fees and availabilities are subject to change without any notice. Only those purchasing a conference pass are entitled to register for the technical tours and social events. With a one-day (1 day) pass, one can register for technical tours taking place on the same day the pass is valid, and for any social events.

Please note that the security personnel of the conference centre are responsible for granting or denying access to conference halls in case of overfilling, according to room capacities and national legislation. The Organiser or the Service Provider cannot guarantee available space in every session.

A registration confirmation and receipt will be sent by email after the online registration and the related payment and any necessary documents have been received by the registration department. Delegates may be requested to present this registration confirmation and receipt at the registration counter as proof of their registration and payment.



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Registration is bound to the email address saved during the registration process. The email address will be requested upon arrival to the conference. Registration is personal and registration cannot be transferred to another person.



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## 6.1 Registration fees

Registration fees and expiry dates	Early Bird (until 13 February 2020)	Standard (until 9 April 2020)	Onsite (from 10 April 2020)
Regular (4 days)	EUR 595,00	EUR 895,00	EUR 950,00
Regular (1 day)	EUR 275,00	EUR 325,00	EUR 375,00
Presenting author of a technical paper or poster (4 days)	EUR 495,00 (until 30 January 2020)	-	-
Reviewer (4 days), Member of H2020 Programme Committee Transport Configuration (4 days)	EUR 495,00	EUR 695,00	EUR 750,00
Student under 35 years (4 days)	EUR 250,00	EUR 325,00	EUR 375,00
Young researcher	EUR 250,00	EUR 325,00	EUR 375,00
ERC and MSCA beneficiaries (4 days)	EUR 595,00	EUR 895,00	EUR 950,00
ERC and MSCA beneficiaries (1 day)	EUR 275,00	EUR 325,00	EUR 375,00
Media and other free admissions	Free	Free	Free
Group tickets (groups over 10pax) (4 days)	EUR 495,00 /person	EUR 495,00 /person	-

*All prices exclude 24% VAT and may be subject to change.*





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## 6.2 Delegate types

### 6.2.1 ERC / MSCA Beneficiaries

Delegates currently holding an ERC grant and presenting a grant at TRA2020 as part of their dissemination activity may charge their travel, subsistence and accommodation costs as well as the conference fees to their ERC grant, in compliance with the general cost eligibility criteria foreseen in the grant agreement.

Delegates currently holding an MSCA fellowship and interested in attending the event can ask their supervisor if their travel, subsistence and accommodation costs and the conference fees could be covered by the budget for research, training and networking costs.

### 6.2.2 Presenting Author

Presenting authors can register in this category if they are presenting authors of a technical paper or poster. Only one author per paper can register in this category. Co-authors of technical papers have to choose other options (for example “Regular” or “Student”). Special registration codes and a link to a special registration form were distributed once the review process was completed (December 2019). The deadline for registration is 30 January 2020.

### 6.2.3 Reviewer, Member of H2020 Programme Committee Transport Configuration

Reviewers are appointed by the TRA Programme Committee and can register in this category. They have received a special registration code and a link to a special registration form.

Members of H2020 Programme Committee Transport Configuration can also register in this category. In order to benefit from the reduced fee, they must email [tra2020.registration@registration.fi](mailto:tra2020.registration@registration.fi) and ask for a registration code. With the registration code they will register via the public registration form.



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## 6.2.4 Plenary / Keynote Speakers, Special Invited Guests

Plenary / keynote speakers and special invited guests will receive a registration code and a link to a special registration form to benefit from applicable discounts.

## 6.2.5 Strategic Session Speakers

Strategic session speakers will receive special registration codes and a link to a special registration form to benefit from applicable fees. The registration deadline for strategic session speakers is 28 February 2020.

## 6.2.6 Invited and special focus session speakers

Invited and special focus session speakers register at a regular fee. The session organiser will receive a link to a special registration form which they must forward to all speakers attending their session. Invited and special focus session speakers register at a regular fee but via a special registration form. The registration deadline for invited and special focus session speakers is 28 February 2020.

## 6.2.7 Student (under 35 years)

Registered under the student fee, the Delegate enjoys the same entitlements as a regular conference delegate. For registration with the student fee, the Delegate is required to submit a scanned copy of a valid student ID (clearly reflecting the student's name and institution and age) or official proof of enrolment from the institution by filling the certificate / ID submission form. The submitted documents must be in English or Finnish. The Delegate must upload the document in advance in order to receive an individual registration code. The registration code must be presented at the end of the conference registration form. The TRA2020 Service Provider reserves the right to reject the registration if the Delegate fails to provide appropriate documents and / or the required documents are not submitted before the conference registration. In order to receive a registration code which is valid until the current registration rate expires, the certificate / ID submission form must be submitted at least five (5) working days before the current registration rate expires.





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## 6.2.8 Young Researcher

Registered under the young researcher fee, the Delegate enjoys the same entitlements as a regular conference delegate. Delegates can register as young researchers if they are currently engaged in academic research by either pursuing their first PhD or having received their first PhD no earlier than 31st December 2015. The Delegate is required to submit a scanned copy of an official proof of enrolment from the institution or a scanned copy of the PhD certificate by filling the certificate / ID submission form. The submitted documents must be in English or Finnish. The Delegate must upload the document in advance in order to receive an individual registration code. The registration code must be presented in the end of the conference registration form. The TRA 2020 Service Provider reserves the right to reject the registration if the Delegate fails to provide appropriate documents and / or the required documents are not submitted before the conference registration. In order to receive a registration code which is valid until the current registration rate expires, the certificate / ID submission form must be submitted at least five (5) working days before the current registration rate expires.

## 6.2.9 Exhibitor and Sponsor

Each organisation having booked exhibiting space at the TRA2020 will receive conference passes (one per 10m<sup>2</sup> purchased) to the conference. Each organisation will be given registration codes in advance based on the amount of square metres purchased. In order to register, the Delegates representing the exhibiting organisations must use these pre-given codes when registering to the TRA2020. Additional conference passes can be bought with applicable fees. The exhibition stand must be manned at all times. All exhibitors and sponsors will receive instructions on how to register via a special registration form.

## 6.2.10 Media

Media participation at the TRA2020 conference is subject to accreditation. If the accreditation request is approved, media representatives can register free of charge. Deadline for submitting the accreditation application is 16 April 2020. Deadline for conference registration is 23 April 2020.



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## 6.2.10.1 Accreditation process

Steps to follow to get accredited as a media representative to the TRA2020

1. Media representatives need to use the media accreditation form to get accredited beforehand.
2. An accreditation form should be filled carefully and media representatives should include the required press credentials which include a photocopy of an international press card or a letter of assignment by the editor in chief or equivalent member of the editorial board.
3. If the accreditation request is approved, the media representative will receive a confirmation email within five (5) days of filling the accreditation form with instructions to register for TRA2020 free of charge.
4. If the accreditation request is rejected, the media representative will receive a rejection email and will unfortunately not be able to attend the TRA2020 as a media representative.
5. If further information is required for the accreditation request, an email will be sent to the media representative requesting that they furnish the outstanding information in order for their request to be considered.
6. Media representatives are required to register for the TRA2020 conference after receiving accreditation.
7. Media representatives need to show their passport or EU ID at the conference registration desk to prove they are the person whose accreditation has been approved.
8. Media accreditation on site is available for Finnish media representatives.

## 6.2.11 Other Free Admissions

Guests granted a free admission will receive a special registration code to register for free.

## 6.3 Technical Tours

Technical tours are complementary programme items of the TRA2020 conference programme. Technical tours are visits organised in the nearby regions of the TRA2020 that showcase various mobility solutions in their authentic settings. Tour participation is free of charge and limited for TRA2020 conference delegates. Registration for the tours will be made available in the registration system and the number of participants per tour is limited.



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With a one-day (1 day) pass, one can register for technical tours taking place on the same day the pass is valid.

## 6.3.1 Tours in the Helsinki Region

Technical tours in the Helsinki region are arranged in collaboration with the tour host organisation and the city of Helsinki. Details of the tours are illustrated in the TRA2020 webpages and in the registration system. The durations and destinations of the tours are subject to change and at the responsibility of the city of Helsinki.

## 6.3.2 The Turku Technical Tour

A special technical tour to the city of Turku will be arranged on Wednesday 29 April. Details of the tours are illustrated in the TRA2020 webpages and in the registration system. The duration and destination of the tour is subject to change and at the responsibility of Meyer Turku.

## 6.4 Social Events

Delegates wishing to participate in the social events (the Tallinn pre-event, Welcome Reception and the TRA party) must register for the events in advance. Availability and fees are subject to change without any notice. Any one-day (1 day) pass entitles to register for social events.

### 6.4.1 The Pre-event in Tallinn

The Estonian Road Administration will host a special tour for the Delegates prior to the conference, on Sunday 26 April. Details of the pre-event are illustrated in the TRA2020 webpages and in the registration system. The duration and destination of the pre-event is subject to change and at the responsibility of the Estonian Road Administration.

### 6.4.2 The Welcome Reception

The Welcome Reception is arranged by the City of Helsinki. The event will take place on Monday 27 April in the Helsinki City Hall (address: Pohjoisesplanadi 11-13, 00170 Helsinki) at 19.00–20.30. The Welcome Reception is free of charge and limited for registered Delegates. Delegates may book tickets for the party when registering to the conference.



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## 6.4.3 TRA conference dinner and networking event

The theme of the TRA conference dinner and networking event is the 1st of May, called "Vappu" in Finnish. Vappu is a cheerful festivity filled with laughter and joy, bringing people together to celebrate. The TRA VISIONS 2020 Senior Researcher Competition award ceremony will take place at the TRA conference dinner and networking event.

The price for tickets is EUR 140 (excl. VAT 24%) per person and includes a buffet dinner, beverages and entertainment.

## 6.5 Accompanying Persons

Accompanying persons are not permitted but the purchase of TRA2020 delegate badges is not limited and guests are free to purchase a full delegate badge.

## 6.6 Groups

Group tickets and group ticket fees are applicable only to ticket bookings and registrations for ten (10) people or more. Group tickets can be purchased until 9 April 2020.

Group tickets are purchased with the group ticket form. The company or organisation requesting group tickets must select a group manager to administer the group booking. The group manager is duly authorised to sign the present Terms & Conditions for Groups on behalf of the group members. It is the sole responsibility of the group manager to distribute all relevant conference information, including the Terms & Conditions for Groups, to the group members.

### 6.6.1 Payment

Groups may pay the group ticket fees by credit card or by bank transfer until 9 April 2020, after which group tickets cannot be purchased. In case of bank transfer payment, an invoice will be sent to the group manager after the Service Provider has received the fully completed group ticket form. An additional handling fee of EUR 20 (excl. VAT) will be charged for bank transfers. All bank fees and money transfer costs must be paid by the Delegate.



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Group tickets will be confirmed after full payment from the group manager / company purchasing the group tickets has been received. If full payment has not been received before the event, the Service Provider reserves the right to refuse entry for any Delegates with unpaid conference registration fees.

## 6.6.2 Registration of group members

After submitting the group ticket form, the group manager will receive a booking confirmation. After the Service Provider has received the full payment, the group manager will be provided with an applicable amount of registration codes that can be distributed to the group members, and all information needed to manage the group. All group members must individually register via the conference registration form using the registration code.

Group managers may be requested to present the booking confirmation and receipt of payment onsite at the registration counter as proof of their ticket purchase and payment.

The Service Provider cannot be held responsible for double registrations / bookings of a participant made by the group manager, any individual or another company / organisation.

A group must consist of regular delegates only. To be able to be registered as a regular Delegate, group members must be at least 18 years old. Group members may be asked to present an official identity card stating their age.

## 6.6.3 Cancellation

After payment, the group ticket purchase is binding.

- Groups cancelling their full group ticket purchase to the TRA2020 conference on 31 December 2019 at the latest will receive a full refund minus EUR 50 (excl. VAT) handling fee.
- Groups cancelling their full group ticket purchase to the TRA2020 conference during the period starting on 1 January 2020 and ending on 17 February 2020 will receive 50 % of the paid fees minus EUR 50 (excl. VAT) handling fee.
- Groups cancelling their full group ticket purchase to the TRA2020 conference after 17 February 2020 will not receive a refund.





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The cancellation shall be prepared in writing, signed by a person authorised to represent the group and delivered to the Service Provider in writing by e-mail (tra2020.registration (at) registration.fi).

In case of individual cancellations, the group must still consist of at least ten (10) people in order for the group to be eligible for group tickets. Should the number of group members fall below ten (10), the Service Provider reserves the right to request the group manager to cover the price difference for regular conference tickets for the remaining registrations. Cancellations of individual group members are allowed until 17 February 2020, after which no refunds are made.

Changes to group members are allowed until 9 April 2020, after which no changes can be made.

## 6.6.4 Group pick-up for badges

Groups may book a group pick-up of badges. This means that the badges will be prepared for the group in advance and can be picked up together from the registration counter at the Southern Entrance of Messukeskus. The group pick-up must be booked in advance and can be organised on Sunday 26 April 2020 at Messukeskus from 17.00 to 22.00, and on conference days during the registration opening hours. To settle the date and time for the group pick-up, the TRA2020 registration team will contact the group manager by email, should the group manager request the group pick-up on the *group ticket form*.

The group manager is responsible for informing the group members whether the group manager will distribute the badges, or each group member should pick them up themselves. Badges will not be handed out until payment in full for the entire group has been received.

## 6.7 Ticket purchase as a gift or on behalf of someone

With the ticket purchase form, TRA2020 tickets can be purchased as a gift or on behalf of someone. Using the form, one can purchase a maximum of nine (9) regular 4-day tickets to the TRA2020 conference. The ticket purchase form is open until 9 April 2020.

Payment can be made by credit card only (Visa, Mastercard, Eurocard).





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After the Service Provider has received the full payment, the buyer will receive registration instructions and a registration code which should be forwarded to those the buyer has bought the ticket/tickets for. This is the sole responsibility of the buyer.

The person receiving the ticket must register through the conference registration system using the registration code on 9 April 2020 at the latest. The registration General Terms and Conditions apply. The person receiving the ticket cannot cash the ticket or forward it to another person.

To purchase 10 tickets or more, please use the group ticket form. Group tickets and group ticket fees are applicable only to ticket bookings for ten (10) people or more.

After payment, the ticket purchase is binding.

- Buyers cancelling their ticket purchase to TRA2020 conference on 31 December 2019 at the latest will receive a full refund minus EUR 50 (excl. VAT) handling fee.
- Buyers cancelling their ticket purchase to the TRA2020 conference during the period starting on 1 January 2020 and ending on 17 February 2020 will receive 50 % of the paid fees minus EUR 50 (excl. VAT) handling fee.
- Buyers cancelling their ticket purchase to the TRA2020 conference after 17 February 2020 will not receive a refund.

The cancellation shall be prepared in writing, signed by a person authorised to represent the buyer and delivered to the Service Provider in writing by e-mail (tra2020.registration (at) registration.fi).

The registration of a ticket receiver can be transferred to another person by the request of the buyer only. Transfers are allowed until 9 April 2020, after which no transfers can be made.

## 7 Badge

Upon presenting the email address saved during the registration process, the badge will be printed out. The Delegates must keep badges available at all times when attending the conference.



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## 7.1 Badge Scanning During the Conference

All badges will be scanned at the conference entrance.

TRA2020 event sponsors, exhibitors, and other third parties may directly request personal information from Delegates at their exhibit booths or presentations. Providing information to them is optional, and the Delegate should review their privacy policies to address any particular needs and concerns about how they will treat personal information.

In case Delegates attend a session or program hosted by an exhibitor other than the Organiser during the event, Delegates must understand and agree that when they present their badge for scanning or when they provide any personal data, this information will go to a non-TRA2020 entity. The Organiser and the Service Provider do not take responsibility for how that company uses the personal information.

## 7.2 Lost Name Badge

The conference name badge must always be worn during the conference. Access to the conference venue will not be granted without the name badge issued by the Service Provider. If a Delegate loses, misplaces or forgets the name badge, a handling fee of EUR 50 (excl. VAT) will be charged for a new name badge. Upon handing out a new name badge, the lost badge will be deactivated and becomes invalid.

## 8 Letter of Invitation

Delegates requiring an official letter of invitation from the Organiser can request one by contacting the Service Provider by email ([tra2020.registration \(at\) registration.fi](mailto:tra2020.registration@registration.fi)). To receive a letter of invitation, Delegates must first register to the conference and submit any necessary data, as stated on the registration form and pay the registration.

A letter of invitation does not financially obligate the Organiser or the Service Provider in any way. All expenses incurred in relation to the conference, the registration and the attendance are the sole responsibility of the Delegate.



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## 9 Visa Requirements

It is the sole responsibility of the Delegate to take care of their visa requirements. Delegates who require an entry visa must allow sufficient time for the application procedure. Delegates should contact the nearest Finnish embassy or consulate to determine the appropriate timing of their visa applications.

Note: Finnish embassies and consulates-general are independent decision-making agencies for visas, sometimes after specific checks have been made with other E.U. countries. Delegates cannot appeal against the rejection of a visa application, neither can the Organiser nor the Service Provider intervene on Delegates' behalf in case of a rejection or to speed up the procedure. The Organiser and / or the Service Provider will not directly contact embassies and consulates on behalf of visa applicants.

The registration fee minus a handling fee of EUR 50 (excl. VAT) will be refunded after the conference if the visa was applied for in time and proof is shown that a visa could not be granted even though all requested documents were submitted. Refund requests must be made in writing and sent to the Service Provider by email ([tra2020.registration \(at\) registration.fi](mailto:tra2020.registration@registration.fi)), on 9 April 2020 at the latest. After this date, requests for such refunds cannot be taken into consideration. All refunds will be processed after the conference.

## 10 Cancellation

After payment, the registration is binding.

- Delegates cancelling their participation to the TRA2020 conference on 31 December 2019 at the latest will receive a full refund minus EUR 50 (excl. VAT) handling fee.
- Delegates cancelling their participation to the TRA2020 conference during the period starting on 1 January 2020 and ending on 17 February 2020 will receive 50 % of the paid fees minus EUR 50 (excl. VAT) handling fee.
- Delegates cancelling their participation to the TRA2020 conference after 17 February 2020 will not receive a refund.

### **Cancellation terms in short**

By 31 December: Full refund (minus a handling fee)

1 January – 17 February: 50% (minus a handling fee)

After 17 February: no refund



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The cancellation shall be prepared in writing, signed by a person authorised to represent the Delegate and delivered to the Service Provider in writing by e-mail (tra2020.registration (at) registration.fi).

These cancellation terms do not concern groups. To see the cancellation terms for groups please go to *6.6 Groups*.

## 11 Cancellation by Organiser

In case of the entire TRA2020 event is cancelled by the Organiser, Delegates will receive a full refund. Liability will be limited to the amount of the fees paid by the Delegate and there will not be any additional liability to Organiser or the Service Provider, event hosts or any other individual associated with the event organisation.

## 12 Insurance

It is the responsibility of the Delegate to arrange appropriate insurance cover in connection with their attendance at the conference. The Organiser or the Service Provider cannot be held liable for any loss, liability or damage to personal property.

## 13 Photos & Filming

For promotional purposes, photos and video recordings will be taken during the conference. Delegates who do not wish to be filmed or recorded should advise the Organiser or the Service Provider in writing prior to the event.

## 14 Website & Links

The conference registration websites of the Service Provider may link to other websites and networking tools provided for the convenience of the users. The contents of these websites are maintained by their owners, for which the Service Provider takes no responsibility. Neither can responsibility be taken for contents of any website linking to this website. The Organiser and the Service Provider does not take responsibility for any scam websites.



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## 15 Disclaimer

At the time of registration, the Organiser and the Service Provider provide the most recent information available and the Delegate accepts that the content and/or the delivery of the conference can change beyond the control of the Organiser and the Service Provider. The Service Provider will not take responsibility for any errors, omissions or changes to the program or content of the conference.

The Organiser and the Service Provider reserve the right to make changes as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made.

The Organiser and the Service Provider reserve the right to update the Disclaimer and Terms and Conditions without notice to the Delegate.

The Organiser and the Service Provider cannot control all content published or disseminated at the conference. The Delegate may find other Delegates' or participants' communications, graphics, audio files or other information inappropriate, offensive, harmful, inaccurate, dishonest or misleading and/or deceptive, however the Delegate alone is solely responsible for the Delegates' interaction with other Delegates and agrees to act responsibly and exercise caution, common sense and safety while in attendance at the conference.

The Organiser and the Service Provider reserve the right to modify the programme. No refunds can be granted in case of cancellation of speakers, lack of space in the conference room or any other incidents during the conference which are beyond the control of the Organiser or the Service Provider.

The Organiser and the Service Provider, their directors, employees, servants, agents and affiliates shall not be liable for any losses, damages, liabilities, claims or expenses whatsoever arising out of or referable to the conference.





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## 16 Rights and Liabilities of the Organiser and the Service Provider

The Organiser and Service Provider are entitled to decide on all unforeseen matters in the General Terms and Conditions. All decisions will be taken with no possible recourse and shall be immediately implemented. A breach of any clause hereof shall give rise to immediate, temporary or definitive exclusion of the Delegate from the TRA2020 conference with no possibility for the latter to claim any refund or compensation. The Organiser and the Service Provider shall be free to decide accordingly.

The Organiser and the Service Provider shall bear no liability for things left at the conference centre, technical tours or other social events and side events, which have been destroyed or damaged, by other exhibitors, sponsors, participants and / or any other third party. The Organiser and the Service Provider shall only be liable for damages caused to the Delegate wilfully by the Organiser and / or the Service Provider or their representatives. The liability of the Organiser and the Service Provider is limited to the amount of actual damages sustained by the Delegate.

Views expressed by speakers, sponsors and / or exhibitors are their own. The Organiser or the Service Provider cannot accept liability for any advice given, or views expressed, by any speaker, sponsor and/or exhibitor at the conference or in any material provided to Delegates. In addition, the Organiser and the Service Provider shall not be responsible or liable for any direct or indirect loss or damage of any sort incurred as the result of the services or information provided in connection with the conference.

The Service Provider shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the Service Provider – for whatever legal reason – shall be limited to intent and gross negligence. The liability of commissioned Service Provider shall remain unaffected by this. The Delegate shall take part in the conference at their own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the Service Provider.





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## 17 Non-Discrimination Policy

The Organiser and the Service Provider will use their reasonable endeavours to comply with all Finnish and European laws applicable in relation to discrimination on any grounds. Accordingly, the Organiser and the Service Provider are committed to providing equality of opportunity and fair treatment for all. The Organiser and the Service Provider will not intentionally discriminate on the basis of gender, age, marital status, sexual orientation, ethnic origin, religion, culture or disability in dealing with the Delegates.

## 18 Force Majeure

None of the parties, the Delegate, the Organiser or the Service Provider, shall be liable to one another or to be held to be in breach of agreement for failure to carry out any obligation under agreement as a result of a force majeure, which expression shall include circumstances beyond such Party's control, including but not limited to acts of war, acts of nature, acts of government, prohibition of exports and/or imports, currency restrictions, fire, explosion, flood, terrorism, riot or national emergencies.

The start of a force majeure, together with information on the cause thereof and its estimated duration, and end of a force majeure must be immediately notified to the other party. The party affected by force majeure shall immediately take reasonable steps to limit or minimise the consequences of such force majeure.

In case of continuous force majeure for a certain time, parties may decide to let the agreement automatically come to an end and without any cancellation costs.

In case of force majeure, the dates of the TRA2020 Conference could be changed or simply cancelled.

## 19 Dispute Resolution

Any dispute or claim arising out of or in relation to the Terms and Conditions and Confirmation, including disputes related to the existence, breach, termination or invalidity hereof, that cannot be resolved amicably shall be settled in the District Court of Helsinki.



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## 20 Governing Law

Any dispute or claim arising out of or in relation to the Terms and Conditions and Confirmation or the breach, termination or invalidity hereof, shall be governed by the laws of Finland excluding the conflict of laws rules thereof.