



European Conference on Mobility Management

May 31 – June 2, 2022

Turku, Finland

General terms and conditions

Participants wishing to attend ECOMM 2022 conference to be held in Turku, Finland from 31 May to 2 June 2022 must register at www.ecomm2022.com through the registration system managed by Eventilla Oy on behalf of City of Turku. Access to the Event is subject to ticket purchase, which includes registration acceptance of these Terms and Conditions and payment of the amounts and fees presented on event's website.

1. Registration

- 1.1. All data entered in the registration form on behalf of a participant is processed under the assumption that the individual's consent to submit their information was obtained.
- 1.2. ECOMM 2022 and City of Turku retain the right to refuse any registrations and participants are responsible to comply with any access requirements and security measures put in place at the event venue.
- 1.3. **Registration fees for in-person attendance include:** admission to the full three days of the event, entrance to exhibition area, conference materials, Turku regional public transportation ticket between May 30 and June 3, 2022, lunches and coffee breaks during the conference program, two site visits (on a first come, first served basis), virtual participation platform offering networking and exchange possibilities. The ticket includes full social program: Welcome Reception on May 31 and Conference Dinner on June 1.
- 1.4. VAT on registration fees
 - 1.4.1. The fees are stated in EUR excluding Finnish VAT. All participants are required to pay VAT on the registration fee (24%). All payments can only be made in euros (EUR).

2. Payments

- 2.1. The following payment options are available:
 - 2.1.1. Credit or Debit card (Visa, MasterCard or American Express). Please note that all credit and debit card payments are made through secure and encrypted online payment gateway.



- 2.1.2. Finnish online bank.
- 2.2. All payments should be made in euros (EUR). All bank transfer charges in connection with transferring fees are to be paid by the participant. No personal, company or cheques will be accepted.

3. Cancellations, substitutions, and reimbursements

- 3.1. Any request for cancellation, substitution, and reimbursement of registration must be sent to the following e-mail address: ecomm2022@turku.fi.
- 3.2. If participants cannot attend the conference, the registration is transferable to another member of their organization. Substitution is free of charge and can be done by the registered participant. All the changes to the registration must be done at latest on **9 May 2022**.
- 3.3. Cancellation policy
 - 3.3.1. **Cancellation before 11 April 2022:** participants will be refunded the congress fee minus an administrative cost of EUR 60.
 - 3.3.2. **Cancellations from 11 April 2022:** participants will be refunded 50% of the congress fee minus an administrative cost of EUR 60.
 - 3.3.3. **Cancellations received after 9 May 2022 will not receive any refund.**
- 3.4. Changes will become effective on the date of written acknowledgement from the organizers being received.
- 3.5. ECOMM reserves the right to change ticket prices at any time, but the changes will not affect the price of the tickets already purchased.

4. Changes and cancellations to the event

- 4.1. The event organizer seeks to ensure that the event programmes, speakers, themes, platform, format and dates are correct and updated at the time of publication.
- 4.2. The organizer may make replacements, changes, postponements or cancellations regarding event content, format, themes, speakers, hosts, moderators, venue, times or platform. The organizer reserves the right to do so at any time without prior notice, and this will not give rise to a refund of any costs borne by the participant.
- 4.3. Any replacements, postponements or changes will be communicated to the participant through the publication of the updated information via the event's official channels.
- 4.4. In case of the event is canceled for any reason other than set forth in Clause 10, the participant will be refunded the participation in full. The organizer will not be liable for any other expenses, damages or losses borne by the participant as a result of the cancellation.



5. Privacy policy and data processing

- 5.1. Upon event registration and ticket purchase, the participant must provide the following personal data required on the form.
- 5.2. City of Turku is the “Data Controller” for the purposes of data protection legislation and will use the participant's personal data for the purposes of invoicing, managing and securing the event and the participants, communicating with the participants during the event, improving the website and marketing campaigns; ECOMM will be the “Data Processor”.
- 5.3. By registering and accepting these Terms and Conditions, the participant consents to the use of their personal data for the purposes referred to in the previous paragraph.
- 5.4. By registering and accepting these Terms and Conditions, the participant:
 - 5.4.1. Authorizes the transfer of their personal data to service providers and entities subcontracted by the City of Turku and by ECOMM for the purposes of participation in the event. The participant is fully responsible for the veracity and accuracy of the information presented.
 - 5.4.2. The participant has the right to access their personal data free of charge for consultation purposes or to request the ECOMM to rectify, delete, limit or update their data. Should any participant request the total or partial erasure of their personal data prior to the Event, it may be necessary to exclude them from the Event.
 - 5.4.3. City of Turku and ECOMM undertake to ensure the obligation to guarantee the confidentiality and protection of the Participant's personal data and to take the necessary measures, both at technological and organizational level, to prevent any change, loss or unauthorized processing of or access to such data.
- 5.5. The participant is liable for the data he or she adds to the conference platform.
- 5.6. The City of Turku and ECOMM will retain the participant's personal data in computer files located in European Union territory for 5 years from the date of the event, without prejudice to the legal obligation to keep the participant's personal data in accounting documents for a period of 10 years.

6. Audio, video, or photographic recording during the event.

- 6.1. It is prohibited to use photographic, audio, video or other recording equipment during the event, other than for strictly personal use, unless expressly authorized in writing by ECOMM.
- 6.2. Upon entering the event and the venue, the participant consents, free of charge, to:
 - 6.2.1. Having their image and/or voice recorded by any means (including but not limited to audio recordings and visual recordings made by television or other



cameras and by photographers), hereinafter together referred to as "Images"

- 6.2.2. Participating in broadcasts and live broadcasts
- 6.3. For citation purpose, reference shall be made to ECOMM as the data source and indicate the date of citation on any publication.

7. Terms specific to the event's digital channels

- 7.1. The participant is responsible for ensuring that they have all the necessary tools to participate in the digital channels where the event takes place.
- 7.2. Digital events organized by ECOMM are hosted on third parties' platform. All interaction with these platforms in the context of a digital event organized will be covered by the privacy policy of the said platform.
- 7.3. The digital channel and its services are for the participant's personal use only and cannot be shared with third parties. During the event, the organizer grants the participant a limited, non-exclusive, non-transferable right to access the services and participation in the event.
- 7.4. Access to digital channels, and their services, requires the use of suitable devices, and certain software (including third party software) may be required or may need updating. Participation in digital channels may be affected by the performance of these equipment and software.
- 7.5. Access to digital channels through a mobile network, private network or roaming network is subject to a charge/fees on mobile data, under the terms of the existing contract between the participant and its provider of these services.
- 7.6. The participant is the sole responsible for its interaction with the organizer and the other participants, displays, or others.
- 7.7. When accessing the website and digital channels, the participant is prohibited from using them in a way that:
 - 7.7.1. May compromise the security of the website and digital channels, and the security of other participants or third parties;
 - 7.7.2. Impair the effectiveness or functionality of the website or cause disruption to the normal operability of the digital channels or cause inconvenience to other participants;
 - 7.7.3. Does not comply with these Terms and Conditions
- 7.8. The organizer reserves the right to cancel or restrict the participant's access to digital channels in case of violation of these Terms and Conditions or whenever there is an illegal or fraudulent use of the website.

8. Intellectual property

- 8.1. All intellectual property rights in connection with the event, namely the content of the event, the services and all materials distributed, are the property of City of



Turku, ECOMM, partner institutions or related entities and/or speakers participating in the event.

- 8.2. All intellectual property rights mentioned in clause 6.2.1. the “Images” belong to the City of Turku and ECOMM. These Images can be used by the organizer at any time during and after the conference.

9. Visa requirements

- 9.1. It is the participant's sole responsibility to comply with visa requirements to access the territory of the republic of Finland, in order to participate in the event.
- 9.2. All those interested in participating in the event who require an invitation letter for visa application purposes must send an email to ecomm2022@turku.fi. Invitation letters will not be issued without receipt of registration and payment of the required registration fees.
- 9.3. Submitting a request for a visa support letter does not automatically grant participants the right to receive a visa support letter and the City of Turku and ECOMM retain the right to refuse to issue visa support letters.
- 9.4. City of Turku and ECOMM will not intervene in the visa application process beyond what is provided herein, and it is the participant's responsibility to take the necessary steps for its issuance.
- 9.5. If the visa is refused, the participant may not request any refund beyond the provisions set forth in Clause 3.

10. Force majeure

- 10.1. City of Turku and ECOMM are not responsible if the event or any conference is wholly or partially cancelled, rescheduled or postponed, or for any failure or delay in fulfilling the obligations due to force majeure, this meaning any circumstance that entirely escapes the organizer's control, namely natural disasters such as earthquakes, floods and fires, epidemics or pandemics, sabotage, strikes, embargoes or international blockades, acts of war or terrorism, riots, governmental or administrative injunctive impositions, interruptions or failures of public utility services, interruption, errors, failures or interferences in the electronic, computer, server, network or telecommunications system not attributable to the organizer, or any other circumstance that renders the event or of any conference being carried out, in whole or in part, unfeasible, illegal or impossible.
- 10.2. If the event is canceled due to covid-19 restrictions concerning events and gatherings, this is a case of force majeure mentioned in this section.
- 10.3. Participants are encouraged to purchase insurance to cover loss incurred in the event of cancellation. Neither the City of Turku, nor ECOMM, nor third organizational parties can be held liable for any hindrance or disruption of the



ECOMM proceedings arising from natural, political, social or economic events or other unforeseen incidents beyond its control (force majeure). Registration of a participant implies acceptance of this condition.

11. COVID-19 pandemic-related health measures

- 11.1. Due to the pandemic situation, restrictions and control measures may be imposed in advance and during the event, in accordance with the governing law and order imposed by competent administrative authorities. These measures may include, but are not limited to: control and monitoring, use of certified protection masks, measurement of body temperature, PCR test or other diagnostic tests. These measures may cause expenses to the participant.

12. Congress Code of Conduct

- 12.1. ECOMM and the City of Turku are committed to providing a safe congress experience for everyone, regardless of sex, gender, gender identity, sexual orientation, age, disability, race, ethnicity, religion (or lack thereof), social status, physical appearance or body size.
- 12.2. Participants are expected to behave with integrity and respect towards all fellow participants attending or involved in the congress. Harassment of congress participants in any form or for a during the congress shall not be tolerated.
- 12.3. Breaching the Code of Conduct could lead to expulsion from the event, at the discretion of the congress organizers.
- 12.4. Harassment of congress participants includes offensive or hateful language, deliberate intimidation, stalking, following, harassing photography or recording, sustained disruption of talks or side events, inappropriate physical contact, and unwelcome sexual attention.

13. Contact details

- 13.1. To communicate with the organizer, namely for the purpose of clarification, participation, information, complaints and exercise of the right to terminate, when applicable, you should use the email ecomm2022@turku.fi.

14. Settlement of disputes

- 14.1. Any dispute, controversy or claim arising out of or relating to the Agreement, or the breach, termination or invalidity thereof, that cannot be resolved by negotiation shall be addressed at the District Court of Southwest Finland.