



**International Diabetes Federation  
Congress Unit**  
Avenue Hermann Debroux 54  
BE-1160 Brussels | Belgium  
[www.idf.org](http://www.idf.org) | VAT BE 433 674 528  
[congress@idf.org](mailto:congress@idf.org)

## TERMS AND CONDITIONS FOR GROUPS ATTENDING THE IDF CONGRESS 2025

### Definitions

These terms & conditions are valid for each group registration and every person registered as part of a group (hereinafter referred to as “group member”) to attend the IDF Congress 2025 in Bangkok, Thailand from 7 to 10 April 2025.

Group registration is available for groups of at least 10 group members. One contact person must coordinate with the IDF Congress Secretariat and is the sole responsibility of this contact person to distribute all relevant congress information to the group members. The IDF Congress Secretariat cannot be held responsible for any failure by the group contact person to register a participant or to deliver a name badge and congress materials to a registered participant.

A group contact person is not entitled to participants’ benefits (access to the sessions, exhibition etc.). If the group contact person wishes to benefit from the participants’ entitlements, he/she will have to register as a participant.

All references to the age of a person, mentioned in this and other congress documents, refer to the age of that person as of 7 April 2025 (the first day of the congress), unless otherwise specified.

All references to a date or a deadline, mentioned in this and other congress documents, refer to the Coordinated Universal Time (UTC).

### Group registration rate onsite (all rates in Euro incl. VAT)

**The group rate is at the regular rate per person. Reduced rates for healthcare professionals, delegates from low or lower-middle income economies and student rates DO NOT apply to group registrations.**

<b>Up to 19 registrations</b>	<b>no discount</b>		
<b>Early rate 1 April 24 – 31 Oct 24</b>	base rate	discounted rate	diff
<b>20-49 registrations &gt; 5% discount on early group rate</b>	€ 500	€ 475	€ 25
<b>50-99 registrations &gt; 10% discount on early group rate</b>	€ 500	€ 450	€ 50
<b>100+ registrations &gt; 15% discount on early group rate</b>	€ 500	€ 425	€ 75
<b>Standard rate 1 Nov 24 – 6 April 25</b>	base rate	discounted rate	diff
<b>20-49 registrations &gt; 5% discount on standard group rate</b>	€ 600	€ 570	€ 30
<b>50-99 registrations &gt; 10% discount on standard group rate</b>	€ 600	€ 540	€ 60
<b>100+ registrations &gt; 15% discount on standard group rate</b>	€ 600	€ 510	€ 90

To register a group, the group contact person needs to first create his/her congress profile via the congress website [www.idf2025.org](http://www.idf2025.org). The congress profile gives access to the booking form for groups. The group contact person shall indicate the number of delegates to be registered.



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Only fully completed registration forms will be accepted.

**The discount applies according to the number of participants in the initial group registration. After confirmation of a valid group registration, no further registrations can be added to the initial group registration and discounts are non-cumulative. Later registrations constitute a new and separate registration.**

**The discount applies to the early rate and standard rate but NOT to the day rate.**

**The registration cut-off date for the discounted group rate is 6 April 2025.**

The registration is only valid upon receipt of full payment. If the full payment has not been received by the corresponding deadline (early rate), the subsequent rate will automatically apply. If the full payment has not been received by 6 April 2025 the group registration will be cancelled.

To be able to register, participants must be at least 18 years old. Participants may be asked to present an official identity card stating their date of birth (e.g. passport, driving license etc.).

The group contact person must collect the group name badges and congress material from the registration desk at the BITEC congress centre at a pre-arranged time on Sunday 6 April 2025.

No name badges or congress materials will be handed out until payment in full has been received.

**The registration fee** includes entry to all congress sessions, the exhibition and poster area, the opening, a daily lunch box and congress material.  
All congress materials will be distributed on site.

The IDF Congress Secretariat cannot be held responsible for double registrations/bookings of a participant made by the group contact person, by the individual in question or by another company/organisation.

### **Registration confirmation/receipt**

An invoice will be sent by email to the group contact person after the IDF Congress Secretariat has received the fully completed group registration form. The payment for the group registration has to be transferred upon receipt of the invoice. A registration confirmation/receipt will be sent to the group contact person as soon as full payment has been received.

### **Methods of payment**

Payment should preferably be made by credit card (Eurocard/Mastercard, VISA). The card owner's name, the expiry date and the security code need to be included.

Personal cheques, company cheques or Euro cheques are not accepted.

Payment can also be made by direct bank transfer without charges to the beneficiary.

Beneficiary name: IDF

Account name: IDF Congress

Account number / IBAN: BE67 6451 4103 3587

Swift code / Routing: BIC JVBABE 22

Bank name: Bank: J. Van Breda & Co

Bank address: Ledeganckkaai 7, BE2000 Antwerpen, Belgium



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The name and address of the group contact person and company must be clearly stated on the bank transfer.

Bank transfers are accepted up to 31 March 2025 included. After this date, only credit card payments will be authorised.

#### **Group registration procedure (as from 10 pax)**

After the group contact person has created his/her profile on the congress website, he/she can register the group.

If the group contact person already has a profile (from previous congress), he/she can log in and access the group registration form.

An invoice will be sent by email to the group contact person as soon as the IDF Congress Secretariat has received the fully completed group registration form (via the congress website). The payment for the group registration has to be transferred upon receipt of the invoice. A registration confirmation/receipt will be sent to the group contact person as soon as full payment has been received.

Then, the group contact person will receive a list of access codes according to the number of group participants to be forwarded to each group member (1 person = 1 unique code). With the help of the access code the group member creates his/her own profile to be able to register.

We strongly advise that the group members activate their codes no later than 6 April 2025.

#### **Registration name change**

All name changes must be done by email, no name changes will be accepted by telephone.

Name changes received until 31 March 2025 are free of charge. After 31 March 2025, an administrative fee of EUR 50 will be charged for each name change. Name changes received after 31 March 2025 will be processed onsite.

Only name changes advised by the group contact person will be accepted.

#### **Cancellation policy**

Notification of cancellation must be made in writing and sent to the IDF Congress Secretariat by email. Only cancellations advised by the group contact person will be accepted. The cancellation will not be effective until a written acknowledgement from the IDF Congress Secretariat is received.

Cancellation received by 31 March 2025 are subject to an administrative fee of Euro 50 per cancellation.

Cancellations received on or after 31 March 2025 are non-refundable.

In the case of overpayment or double payment, refund requests must be made in writing and sent to the IDF Congress Secretariat by email, no later than 30 April 2025.



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Refunds will be made in the same form as the original transaction. For original payments made by bank transfer, the cancellation notification must include all relevant information of the bank account to which a possible refund may be made.

Credit will not be given for unattended events or early termination of attendance.

### **Cancellation or postponement of the congress**

In the event that the congress cannot be held or is postponed due to events beyond the control of the congress organisers (such as but not limited to force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the congress organisers, the congress organisers cannot be held liable by participants for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, costs for additional orders, financial losses, etc.

### **Modification of the programme**

The congress organisers reserve the right to modify the programme, which is published as an indication only.

### **Lost name badge**

The congress name badge must be worn at all times during the congress. Access to the congress exhibition and sessions will not be granted without a proper name badge. If a participant loses, misplaces or forgets the name badge, an administrative fee of EUR 50 will be charged for a new name badge. Upon handing out a new name badge, the lost badge will be deactivated and become invalid. The group contact person is responsible for advising the group members on the congress policy for lost name badges.

### **Letter of Invitation**

Group members requiring an official letter of invitation from the congress organisers can request one through their group contact person or by contacting the IDF Congress Secretariat. To receive a letter of invitation, the group member must be registered and payment must be received in full for the entire group.

The letter of invitation does not financially obligate the congress organisers in any way. All expenses incurred in relation to the congress are the sole responsibility of the group contact person/group member.

### **Data protection and sharing of contact details**

The IDF Congress Secretariat will collect and store all personal data for the preparation and execution of the IDF Congress 2025 in accordance with the General Data Protection Regulation (GDPR). When the IDF processes personal data of any kind, it shall do everything in its power to preserve their confidentiality and to inform the data subjects, in the greatest transparency, of the reasons for and means of the processing it undertakes.



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**The processing of your personal data is carried out based upon your consent. If you register at the IDF Congresses 2025 you consent with the processing of your personal data for the purposes related to this event.**

Pictures will be taken during the event. These pictures will be used by IDF alone and will be accessible to the participants of the event. Only pictures of overall views will be included on public platforms such as the IDF website, newsletters and social media. If you wish to remove a picture of yourself, you can always contact IDF.

### **Liability and Damage**

The congress organisers cannot be held responsible for any personal injury, loss, damage or accident to private property, or for additional expenses incurred as a result of delays or changes in air, rail, road or other services, strikes, sickness, weather and other causes.

The congress organisers cannot be held responsible for any loss or damage as a result of hacking, acts of piracy or malicious acts from third parties.

The participant shall be responsible for any damage or loss caused by the act, default or negligence of the participant or his/her guest and shall pay on demand the amount required to make good or remedy any such damage.

The participant must ensure he/she or members of his/her party and anyone visiting them at the congress behave in such a way that they do not cause a nuisance or unreasonable disruption to the congress, other participants, the congress organisers or any other visitor of the congress venue.

The congress organiser does not accept liability for, and the participant is to indemnify the congress organiser against, any claims arising from:

- i. Failure to provide any of the services contracted, and the congress organisers reserve the right to alter or cancel any booking due to circumstances beyond its control, including but not limited to industrial action, postal communications, flooding, storm, supply of gas, electricity and water, fire alarm evacuation, hacking or any act of god. In such a case, the congress organiser will use all commercially reasonable efforts to offer alternative services.
- ii. Accident, injury or damage to the participant, their guest's contractors and agents, or their respective property due to their own actions, neglect or actions of others.

The participant should make sure that they are fully insured against all losses or liabilities referred to in this clause. The congress organiser reserves the right to refuse to accept any booking if the participant cannot provide proof that he/she has sufficient insurance to cover his/her liability under this clause.

### **Fulfilment and jurisdiction**

This contract is subject to Belgian law. The terms of this contract shall be fulfilled in Bangkok, Thailand but, in the event of any legal claims arising from either party, Brussels in Belgium shall be the sole court of jurisdiction.