




HOTEL BOOKING CONDITIONS (GROUPS >10 ROOMS)

General Information and Definition of Terms

Room Rates

All rates quoted are the lowest available for standard rooms during the period of the congress. Deposits are payable in EUR (euro) and prices include all applicable taxes. Breakfast is included, unless otherwise mentioned. All taxes are subject to change. Remaining payments and personal accounts are payable directly at the hotel in EUR.

Travel time to venue means the estimated travel time by the fastest means of transport to the congress venue.

 Estimated travel time by car

Meeting Rooms

For your convenience, the maximum meeting capacities are indicated in this document. Meeting rooms can be reserved on your behalf based on availability.

Reservation and Payment

For bookings of 10 or more rooms, in order to guarantee your reservation, the following deposit schedule is applied:

*Payment condition valid for bookings made **before April 28, 2023**:*

- 10% of total amount due to confirm reservation
- 40% of the total amount due before February 3, 2023
- 50% of the total amount due before April 28, 2023

*Payment conditions valid for bookings **after April 28, 2023**:*

- 100% of total amount due upon confirming reservation

Changes, No Shows and Cancellations

Any enquiries or requests for additional information, modifications or cancellations to room reservations should be addressed to MCI The Netherlands in writing (letter or email at wgc-registration@mci-group.com). Please do not contact the hotel directly, as they will not accept any changes or cancellations made directly.

Cancellations are calculated on projected charges (per hotel, per room type, per night). In case of total or partial cancellation, refunds will be made according to the following schedule (less a 10% handling fee of the total value of the rooms released):

- From confirmation to **February 23, 2023**:
 - 100% of the cancelled reservation value can be cancelled free of charge
- From **February 24, 2023** to **March 20, 2023**:
 - 80% of the cancelled reservation value is refundable
- From **March 21, 2023** to **April 9, 2023**:
 - 60% of the cancelled reservation value is refundable

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- From **April 10, 2023** to **May 9, 2023**:
 - 50% of the cancelled reservation value is refundable
- From **May 10, 2023** to **June 8, 2023**:
 - 30% of the cancelled reservation value is refundable
- From **June 9, 2023**:
 - 100% of the total reservation value is non-refundable

In line with the cancellation conditions, there will be no reimbursements for 'no show' guests.

A handling fee of 25 EUR per hotel room will be charged for every hotel modification received until **June 14 (23:59 CEST), 2023**.

Data Management:

The Group Leader, to be designated by the entity contracting the housing services through the present contract, hereby commits to manage group hotel reservations using the tools proposed by the official Housing Bureau. The hereby entity will be provided with a 24/7 online group management portal allowing the group leader to access the group's information and reports. Access to this tool will be provided upon full payment of deposits required.

Contact information is to be entered in the system including the full details of the group member. No generic agency details will be accepted if reservations are handled by a third party or on behalf of a sponsor.

Reservations for housing will then be assigned and updated through the online group management portal and managed by the Group Leader or its internal representative.

MCI, as the Official Housing Bureau will not be responsible for entering contacts' details nor assigning services on behalf of the entity hereby engaged in this contract.

Should the Group Leader or the entity engaged in the present contract choose not to proceed with the proposed online tools, MCI will charge a fee of 45 EUR per participant to import the participants' detail information under the group and assign the corresponding services, provided that the full details are supplied.

All requests for changes sent to MCI within 24 hours of arrival are to be followed up by a telephone call from the Client to MCI to request confirmation of receipt. MCI is not responsible for any issues that may arise because of requests submitted in any other way than stated above.

! Kindly note that the participants' contacts and details must be entered at the latest by 13-06-2023.

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Data Privacy

The group leader agrees and warrants that:

- The personal data have been collected, processed and transferred and will continue to be collected, processed and transferred in accordance with the relevant provisions of the applicable data protection law (and, where applicable, has been notified to the relevant authorities);
- The transfer to, and processing by, MCI pursuant to this Agreement is not prohibited by a statutory or contractual duty of confidentiality;
- Prior to any transfer of personal data, it has informed the data subjects and has complied with any notification and/or registration set forth by the applicable data protection law; in particular, the intended purposes of the collection, processing and transfer of personal data have been communicated to the data subjects;
- The data subjects are provided with their right of access, correction, blocking, suppression or deletion as available under applicable data protection law;
- It has taken and will take all reasonable measures to verify the correctness of the personal data and ensure that incorrect or incomplete personal data will be corrected, completed or destroyed prior any transfer of such data to MCI;
- It will inform MCI of any specific requirement from any data subject or any relevant authority on how personal data should be processed;
- It will inform without delay MCI of any request from any data subject or any relevant authority to rectify, update or delete any personal data;
- After assessment of the requirements of the applicable data protection law, it will ensure that the security measures are appropriate to protect personal data against accidental or unlawful destruction or accidental loss, alteration, unauthorized disclosure or access, in particular where the processing or transfer involves the transmission of data over a network, and against all other unlawful forms of processing, and that these measures ensure a level of security appropriate to the risks presented by the processing and the nature of the data to be protected having regard to the state of the art and the cost of their implementation;
- It will provide MCI, when so requested, with copies of relevant data protection laws or references to them of the country in which the group leader is established.
- It will respond to enquiries from data subjects and authorities concerning processing of personal data by MCI;
- It will notify within 72 hours [MCI] of any actual, potential or alleged breach of the provision of this Clause;

The group leader hereby commits with the present Data Protection and Privacy Policy. For a full copy please go to the following website:

<https://www.wearemci.com/privacy-policy>