



European Fuel Cell Forum AG

Obgardihalde 2, 6043 Luzern-Adligenswil, Switzerland

www.efcf.com +41 44 586 56 44 forum@efcf.com

Terms and Conditions EFCF Conference incl. Cancellation Policy

Sept 25

The present Business Terms and Conditions of the European Fuel Cell Forum AG, Obgardihalde 2, 6043 LUZERN-Adligenswil, SWITZERLAND (referred to in the following as "EFCF AG") will apply to all services provided by the EFCF AG at conferences and other events of the EFCF AG (referred to in the following as "conferences")

For exhibition and exhibitors the Terms and Conditions EFCF Exhibition will additionally apply - see www.EFCF.com/ExhibTaC.

1. Terms and Conditions

Payment: The registration fee has to be paid either by bank transfer or by credit card (Mastercard, Visa, American Express). The credit card will be charged by Bucher Travel on behalf of the European Fuel Cell Forum. The registrants are responsible for any bank charges that may incur.

Invoice: The invoice with all payment details for the registration fee will be attached to the confirmation you will receive by email after registering for the conference.

Confirmation: Your registration will be confirmed after receipt of payment.

Conditions: Registrants receive their registration confirmation by email. No tickets nor other documents will be sent to participants. All conference materials will be collected by the registree on-site at the conference venue.

Registration modifications:

If you need to modify your registration, please contact Bucher Travel or use the login and password you will receive after having finalised the registration.

Insurance: The organizer cannot accept responsibility for accidents that might occur. Delegates are encouraged to purchase travel insurance before leaving their home country. Insurance plans typically cover accidental loss of belongings, medical costs in case of injury or illness, and other possible risks of international travel.

Disclaimer: During all EFCF events including the exhibition and side activities, participants are liable for damage caused to people, equipment, buildings and consequent costs. It is recommended that exhibitors and participants are covered also by such an insurance. The European Fuel Cell Forum AG assumes no liability.

Bucher Travel has been appointed as the **official registration office** for the Conference. For all questions, modifications and cancellations in relation with the conference registration, please contact the official registration office Bucher Travel, booking@buchertravel.ch.



2. Cancellation Policy

Cancellations of confirmed registrations have to be sent by email to booking@buchertravel.ch before 31 May of the event year. Fees already paid will be refunded, except for a charge to cover administrative expenses:

- 300 CHF for live participation in Lucerne
- 150 CHF for all virtual bookings

No refunds are made for cancellations received after 31 May of the event year.

No-Shows do not qualify for refunds. In this case, the live participation booking can be switched to virtual participation by charging the fee already paid.

In the case of unforeseeable and exceptional events such as disasters, armed conflicts, terrorism, strikes, earthquakes, epidemics, closure of airspace or any force majeure event compromising your participation to the conference the registration fee is non refundable. However, in this case, the organizer will issue the proceedings and proof that the conference took place.

If the event cannot take place due to the above-mentioned reasons of force majeure, or if the number of participants falls below the threshold at which holding the event no longer makes economic and/or practical sense, the organiser will endeavour, after deducting the costs incurred, to refund the fees or apply them towards the participation fee for an alternative in-person event.