

## GENERAL CONDITIONS

### BOOKING AND TERMS OF PAYMENT

- Grupo Pacifico will not accept telephone registration
- Registration must be done filling the Form. One form per person.
- Payment must be done in Euros.
- No registrations will be confirmed until payment is received.
- Payments can be settled with credit card (Visa, Mastercard) or bank transfer
- In case of bank transfer find below the banking details:

#### **BANCO SABADELL**

Account: 0081 0292 76 0001183926

IBAN: ES0600810292760001183926

BIC/SWIFT: BSAB ESBB

- Grupo Pacifico will send a written confirmation to all participants.
- The Organization has block-booked rooms in several hotels in Toledo and advises all participants to make their reservations as soon as possible to guarantee accommodation (before May 1st, 2009). These places will be assigned on a first-come, first-served basis. From May 1, 2009, hotel vacancies will be subject to availability. The reservations received after May 1, 2009 cannot be guaranteed.

### CONFIRMATION

Once received the corresponding payment, Grupo Pacifico will send the confirmation and details of the reservations. We request you to review the documentation in detail. In case the hotel which you have chosen is complete, Grupo Pacifico will reserve a room in another available hotel.

### REGISTRATION CANCELLATION AND REFUND POLICY

- CANCELLATIONS must be notified by written to Grupo Pacifico
- There will be a charge of € 50 for the cancellations sent before May 1<sup>st</sup> 2009. From this date refunds will not be done.
- Bear in mind that all the pertinent refunds will realize once finished the Congress.
- All refunds will be made after the Congress.

### HOTEL ACCOMODATION CANCELLATION POLICY

- CANCELLATIONS must be notified by written to Grupo Pacifico.
- Cancellations received until the 28<sup>th</sup> of February 2009 will be charged a processing fee of € 50.
- Cancellations received from 1<sup>st</sup> of March to 31<sup>st</sup> of May the first night will be charged.
- There will be no refund of those cancellations received from the 1<sup>st</sup> of June.
- In case of "Not shows" the hotel will cancel the room automatically at 09.00h of the following day and there will be no refund.
- All refunds will be made after the Congress.