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The rules of online shopping are defined with the following Terms of use. They provide the quality of our service and consequently the pleasure of our customers. Visiting or shopping on the online store you accept the Terms of use hereby mentioned. Please read them carefully and learn about with the rules that we apply.

## **GENERAL TERMS OF USE**

### **COMMUNICATION WITH SHOPPERS**

Our communication with the website visitors and shoppers goes on via E-mail or through announcements that we'll publish on this website.

### **DECLARATION ON THE SHOPPER'S RIGHT TO PRIVACY**

SUGO hereby **commits and guarantees the safe keeping of the collected information and the shopper's right to privacy**. All the information on our shoppers is safely kept and available only to our employees who need that information for conducting the business. The shopper bears the responsibility for all the wrongly entered information throughout the online shopping process as well as for the paying of the subsequent bill.

### **CHANGING DATA ON THE WEBSITE**

SUGO retains the right to be able to, at any time, and without any previous notification, change the data shown on any of the website's pages. SUGO does not have the right to unilaterally change the conditions of use, and any eventual change shall be deemed invalid except in case both sides agree thereto in writing.

### **INTELLECTUAL RIGHTS**

The contents of this website such as pages, design elements (buttons, icons and similar), texts, photographs, logotypes, audio and software are the ownership of the SUGO and they cannot be used without previously receiving consent from the SUGO. In case you believe that the content found on the SUGO website is yours and has been misused, please contact us so that we can establish intellectual rights. All information which is accessible on the Internet pages

is exclusively informative, and as such cannot be used for commercial purposes or distributed to third parties.

## **PROTECTING USER PRIVACY**

On behalf SUGO we are committed to protecting the privacy of all of our customers. We collect the necessary, basic information about customers / users and the information required for business and informing the user in accordance with good business practices. We are giving our customers / clients the opportunity to decide whether they want or do not want to be deleted from mailing lists used for marketing campaigns. All data about users / buyers are strictly confidential and are available only to employees who are necessary to perform their job. All employees (and business partners) are responsible for respecting the privacy protection principles.

## **PROTECTION OF CONFIDENTIAL INFORMATION ABOUT THE TRANSACTION**

When entering your payment card details, protected information is transmitted over public networks in a protected (encrypted) form using SSL and PKI system, as currently the most advanced cryptographic technology. Data security when shopping, guaranteed payment card processor, Banca Intesa, so the complete billing process is performed on the website of the bank. Not for a moment credit card data are not available to our system.

## **OFFICE HOURS**

Office hours of the online store are non-stop seven days a week. In case of technical difficulty or throughout regular maintenance the website can be unavailable for a short term that we'll announce up front.

## **TERMS OF SHOPPING ON THE ONLINE STORE**

SUGO is an online store which conducts its business in accordance with the Law on electronic shopping as well as with all the other pertaining regulations of the Republic of Serbia. The detailed terms of shopping are mentioned in the following text. We ask you to read it and familiarize yourself with all the information here given before you continue your shopping.

- The shopper pays the selected purchase via a debit or a credit card. We provide the use of the following cards: Visa Card, Master Card and/or Maestro.
- Paying is conducted in an online purchase.
- SUGO is not under VAT regulations in accordance with article 33 of the Republic of Serbia's Law on VAT.
- Whilst paying your entrance fee it is necessary for you to register. The registration process is conducted by choosing the option "Registration".

## **CHOICE OF METHOD OF PAYMENT**

In this step, on-line purchase is necessary to choose how you will make the payment of your fees. SUGO provides the following types of payments:

Slip in a bank or post office

Via e-banking

Via bank transfer (legal entity)

Via VISA, Master Card and / or Maestro cards (for online Purchases)

## **DESCRIPTION OF THE SERVICES**

Congress fee include: ID card, Conference material, refreshments, lunches, coffee breaks, access to the exhibition area and attendance to the all conference sessions

Conference fee does not include: accommodation, Gala dinner, flight tickets, workshops

## **STATEMENT ABOUT CONVERSION**

All payments will be effected in Serbian currency - dinars RSD. The amount your credit card account will be charged for is obtained through the conversion of the price in Euro into Serbian dinars according to the current exchange rate of the Serbian National Bank. When charging your credit card, the same amount is converted into your local currency according to the exchange rate of the credit card association. As a result of this conversion there is a possibility of a slight difference from the original price stated in our web site

## **RETURN OF FUNDS**

In case of funds returning to the shopper who already paid via a fore mentioned card, SUGO nevertheless is obligated to return the funds only via Visa, Master Card and/or Maestro which implies that the bank will return the funds to the shopper's bank account if he or she demands it.

## **CANCELLATION AND REFUND POLICY:**

As of October 15, 2017 no refund of registration fees will be possible. All refunds are subject to prevailing exchange rates. Refunds will be made following the conference in the same manner as the original payment was received.

Each participant will receive a name badge at registration. For security reasons all participants are requested to wear their badge during all the meeting activities and social events.

