

## TERMS AND CONDITIONS FOR HOSTED BUYERS

Please read these Terms carefully as they contain important information. These Terms set out the terms and conditions on which the Hosted Buyer must agree in order to participate in the International Workshops on Religious Tourism, organized by ACISO – Associação Empresarial Ourém-Fátima.

### I. Definitions

“IWRT”: International Workshops on Religious Tourism

“Organizer”: The International Workshops on Religious Tourism are organized by ACISO - Associação Empresarial Ourém-Fátima, a non-profit organization with public utility, headquartered at Travessa 10 de Junho n. º 11, 2490-567 Ourém, Portugal.

“IWRT” or “event” or “Event” means the event to be held at Centro Pastoral Paulo VI, in Fátima, between the 24<sup>th</sup> and 25<sup>th</sup> of June 2021

“Exhibitors” means exhibitors who have contracted with the Organizer to take stand space at IWRT, under the terms of the event Rules and Regulation.

“Supplier”: Company or organization which coordinates or supplies travelling services, accommodation, transports, transfers, and other services related to tourism.

“Hosted Buyer” means the tourism operator or the business travel professional who has applied to be a Hosted Buyer and have agreed to these terms and conditions. Hosted Buyers have been accepted by ACISO to attend IWRT as a buyer of travel products and services where complimentary accommodation, ground transfers and flights are provided by the Organizer.

“Virtual Hosted Buyer” means the Tourism Operator or the business travel professional who has applied to be a Hosted Buyer, have agreed to the terms and conditions, however, due to Government regulations, border closures and/or company policies, are unable to physically attend IWRT 2021. Virtual Buyers who have been accepted by ACISO to attend IWRT on a virtual platform will attend as a buyer of business travel.

“Pre-Scheduled Appointments (PSA)” means the appointment matching program operated by ACISO to coordinate the appointments of the Hosted Buyers with Suppliers and Exhibitors based on preselected Suppliers, Exhibitors and Hosted Buyers appointment preferences.

“NO SHOW” refers to a Hosted Buyer who doesn’t attend a pre-scheduled appointment and is reported by the Exhibitor or Supplier as not in attendance. A Hosted Buyer who misses two or more appointments per day of attendance or does not inform ACISO of a cancellation will be considered as a NO SHOW.

## II. Qualifying criteria

To qualify for the Hosted Buyers program, the applicants must be agency representatives, tour operators / travel agents, association or corporate buyers who are responsible for planning, organizing, recommending or making financial decisions for events outside their home country. The approval of any Hosted Buyer belonging to professional sectors/categories not included in the above is subject to the Organizer's final decision. The Hosted Buyers of all Events must have purchase authority and be final decision makers for this matter. Furthermore, they have to commit to attending ALL individual appointments during their participation at the event with Suppliers and Exhibitors accordingly with the Pre-Scheduled Appointments.

To be accepted as Hosted Buyer, the applicant should meet strict qualifying criteria. The Organizer may contact the applicant and/or appropriate meeting Suppliers or other sources to verify the information on her/his application.

## III. Registration

1. Qualified Hosted Buyers will receive complimentary:

- Admission to the Conference
- Admission to the official B2B meetings site
- Pre-scheduled appointments with Suppliers and Exhibitors
- Up to three nights stay (room and breakfast only) in a four-star hotel in Fátima
- Economy flights from selected destinations to and from the International Airport of General Humberto Delgado - Lisbon. No expenses are covered by the Organizer for different ways of travel (by car, train, bus, different flight carriers)
- Airport and local transfers (to and from the Hotel) within the event program
- Lunches and dinners during the stay
- Snacks/coffee-break at the Hosted Buyers Lounge during the B2B meetings
- Possibility to participate in the pre or post fam trips
- Complimentary bag with printed time-schedule, informative material, entrance badge and memorabilia
- All other costs and incidental expenses are the responsibility of each attendee, examples include private transfers, flight upgrades, hotel upgrades, additional nights' accommodation, personal extras, travel insurance, etc.

2. Completion of the application form does not automatically guarantee a place in the Hosted Buyers program. The Hosted Buyer will be notified in writing if the application is successful. ACISO reserves the right to decline your registration without reason. The Organizer's decision is final.

3. The Organizer will only accept one application per participant. If more than one application per participant is received, only the first application will be accepted.

4. All required sections of the application form must be fully completed. Failure to do so will result in the form not being processed.
5. Successful applicants will only be accepted as Hosted Buyers if they have read and agreed to these Terms and Conditions and have ticked the relevant boxes on the online application form and have provided their credit card details.
6. Participants who are not accepted for the Hosted Buyer program may apply again in a future event.
7. By accepting the Hosted Buyer status, all Hosted Buyers are consenting to their contact details being made available to all Suppliers and Exhibitors as well as all official Event Partners and Sponsors.

#### **IV. Attendance**

1. The Organizer is responsible for coordinating the participation as a Hosted Buyer at the Event including accommodation, transfers and appointment setting. Flights will be booked by the Organizer over the period of the Event only. All attendance queries should be directed to the Organizer. Hosted Buyers are not allowed to contact the IWRT travel Suppliers (i.e., agents, airlines and hotels) directly, unless advised to do so.
2. Only one person per company can be accepted as a Hosted Buyer.
3. The Hosted Buyer who wishes to make his/her own travel arrangements must inform the Organizer directly and ensure that travel is according to his/her chosen days of attendance and at times which allow him/her to complete his/her full obligation of appointments. In that case all expenses related to the Hosted Buyer's air ticket shall be on his/her own expenses. The Hosted Buyer must make sure that his/her visit is organized within the dates set by the Organizer for the B2B appointments. These dates have to be agreed between the Hosted Buyer and the Organizer. In this case, the Hosted Buyer may enjoy all Hosted Buyers privileges including accommodation, except for the air ticket expenses.
4. Hosted Buyers must obtain adequate travel insurance coverage for their stay and it is recommended in particular that Hosted Buyers take out adequate insurance for their baggage and medical insurance.
5. The Organizer takes no responsibility for any Hosted Buyer who may miss organized flights, transfers or functions related to the Event. This includes Hosted Buyers missing flights due to visa complications, airline delays and cancellations. Any additional expense incurred is at the buyer's own expense.
6. If due to Government regulations, border closures and/or airline company policies, a Hosted Buyer is unable to physically attend IWRT 2021, the Organizer will provide a virtual participation on the Event, using an online digital platform, where it will be possible to attend the conference

live, as well as hold B2B meetings that were already pre-booked. Virtual Buyers who have been accepted by ACISO to attend IWRT on a virtual platform will attend as a buyer of business travel.

7. In order for Hosted Buyers to participate in the event on this virtual platform, it will be necessary to prove the impossibility of traveling through an official document, that justifies the travel ban.

## V. Appointment setting

1. Hosted Buyers who are accepted by the Organizer commit to attend all one-to-one appointments during their participation in the Event. One-to-one meetings have to be arranged in advance using an on-line appointment system. The relation and matching of the appointments will be performed by an advanced computer algorithm, specially developed for this purpose by the Instituto Politécnico de Leiria.

2. Please note that attendance at appointments will be monitored and non-attendance shall constitute a breach of these Terms and conditions. The Organizer will give on-site instructions on attendance verification.

## VI. Cancellations, NO SHOWS and refunds

1. If the Hosted Buyer needs to cancel his participation in the Event, he/she must inform the Organizer in writing. The cancellation will not be effective until the Hosted Buyer receives a written acknowledgement from the Organizer. Cancellations received until one month before the opening date of the Event are not subject to a fee, unless the flight has been agreed and confirmed and hotel cancellation fees are charged. If the flight has been confirmed, the cost of the flight, hotel cancellation fees and/or any other fees and expenses incurred will be charged.

2. 'NO SHOW' is defined as a Hosted Buyer who, without giving prior written notice of cancellation, does not complete appointment requirements and/or is not present for the Hosted Buyer activities at the Event.

'NO SHOW' fees for Hosted Buyers will be applied against any of the items below:

- If He/She is reported onsite as a 'NO SHOW'
- If the Hosted Buyer is unable to attend the Event and does not provide a written warning to the Organizer at least 30 days before the opening of the Event
- If the Hosted Buyer misses two (or more) of the pre-scheduled appointments

3. The Hosted Buyers' participation and attendance are monitored by the Organizer and other participants. In the event of a breach of these Terms and Conditions related to a "NO SHOW", the Organizer reserves the right to cancel the Hosted Buyer status and charge the 'NO SHOW' fee. The 'NO SHOW' fee includes cost of the issued air ticket, and other costs, fees and charges

exceeds this amount, in which case the real amount shall be charged to the Hosted Buyer by the Organizer by issuing a corresponding invoice.

4. All cancellation charges and NO SHOW fees do not include VAT (23%) or equivalent tax. An invoice receipt detailing the charges will be sent by the Organizer.

5. Cancellation of attendance fees, NO SHOW fees, including flight cancellation fees and other costs/charges shall be payable by the Hosted Buyer within 14 days of the closing date of the Event. The Organizer shall take payment of such cancellation and NO SHOW fees from the Hosted Buyer. The Organizer will provide a receipt in respect of such charges for cancellation of attendance fees, NO SHOW fees and flight cancellation fees.

6. Medical Cancellations:

a) Any Hosted Buyer who cancels due to Medical Condition must provide a medical certificate within one week of notification failing which the Hosted Buyer will be deemed to have cancelled the attendance and the Cancellation Fees shall apply;

b All medical certificates must be in English, not handwritten, and with an official stamp and signature.

## **VII. Substitution**

1. The acceptance to the Hosted Buyer program is non-transferable. Should a circumstance arise whereby the Hosted Buyer has to cancel his participation, he may request to be substituted by another person from his/her organization. The Organizer may choose to accept that substitute person after reviewing his/her fully completed application form.

2. If the substitute meets the qualification criteria and if the substitution is made early enough (namely twenty (20) days prior to the Event) then cancellation charges will not apply to the original buyer unless the flight has been confirmed. If the flight has been confirmed, its cost will be charged.

3. If the substitution is made after the air ticket has been issued, cancellation charges will apply unless agreed otherwise with the Organizer.

4. If the substitution is not accepted by the Organizer, then the usual cancellation and NO SHOW terms shall apply to the original Hosted Buyer.

## **VIII. Travel**

1. Travel will be arranged on dates suitable for attendance to the Event.

2. Due to airline restrictions, changes to confirmed travel plans or travel change requests received later than 30 days prior to the opening of the Event will be considered by the Organizer

on a case by case basis.

3. The Organizer reserves the right to make charges for travel changes. Charges will be notified to the Hosted Buyer and will issue a corresponding invoice.

4. Any unused flight tickets must be returned directly to the Organizer.

5. Participants from certain countries may require a visa to enter Portugal / the European Union. It is the responsibility of each participant to contact the Organizer for a visa application letter and to organize their own individual visa. Buyers who are unable to travel because of failure to obtain a valid visa will be subject to the standard cancellation or NO SHOW charges.

6. The travel insurance is the responsibility of each individual Hosted Buyer. The Organizer will not supply travel insurance for Hosted Buyers. Travel insurance must be in effect from the day of departure up to and including the day of arrival to the home country.

7. Hosted Buyers are responsible for the payment of excess baggage, customs fines, etc.. ACISO does not endorse or approve export gifts or samples given to Hosted Buyers by Suppliers or Exhibitors. It is the responsibility of each attendee to ensure that such gifts may be legally removed from Portugal and brought to their home country.

8. Hosted Buyers must settle all expenses with the hotel prior to departure and will indemnify the Organizer for any failure to do so.

#### **IX. Familiarisation trips**

1. Familiarization trips are organized by the host destination. Hosted Buyers are accepted by the host destination on the basis that they meet the criteria determined by the host destination. Transfers are coordinated by the Organizer and the host destination. Accommodation is of the sole responsibility of the host destination for the duration of the trip.

2. Attendance at a fam trip is subject to arriving/departing flights availability.

3. If a Hosted Buyer needs to cancel his participation in a fam trip, then he must inform the Organizer. The cancellation must be acknowledged in writing by the Organizer for it to be effective. Cancellations received up to 30 days prior to the opening of IWRT are not subjected to a fee, unless the flight has been agreed and confirmed and hotel cancellation fees incur. If the flight has been confirmed and hotel cancellation fees incur, the cost of the flight and the hotel cancellation fees will be charged using the means indicated in **VI. Cancellations, NO SHOWS and refunds.**

#### **X. General conditions**

1. ACISO shall not be liable to the Hosted Buyer, in contract, tort or otherwise for any loss of

profit, loss of business or revenue, loss of anticipated savings or any indirect or consequential loss or damage, costs or expenses arising out of or in connection with the Hosted Buyers attendance at the Event.

2. All matters and questions not covered by these Terms and Conditions are subject to the decision of the Organizer. Foregoing Terms and Conditions may be amended or added by the Organizer at his discretion.

3. The Hosted Buyer agrees to abide by any and all amendments and changes by the Organizer, as well as rules and regulations set out in the present Terms and Conditions for Hosted Buyers.

## **XI. FORCE MAJEURE**

Force Majeure shall include, but not be limited to: fire; casualty; flood; epidemic; pandemic; World Health Organization travel advisory or travel alert; earthquake; explosion or accident; blockade embargo; inclement weather; governmental restraints; restraints or orders of civil defense or military authorities; act of public enemy; riot or civil disturbance; act or threatened act of terrorism, strike, lockout, boycott or other labor disturbance; Venue cancellation; inability to secure sufficient labor; technical or other personnel failure; impairment or lack of adequate transportation facilities; inability to obtain condemnation, requisition or commandeering of necessary supplies or equipment; general fuel or energy shortages, local, state or federal laws, ordinances, rules, orders, decrees or regulations whether legislative, executive or judicial, and whether constitutional or unconstitutional; or acts of God or any other cause or causes not reasonably within the control of ACISO. ACISO, its agents, its employees, and its subcontractors shall not be liable for loss, damage or delay resulting from a Force Majeure event, or any other circumstances outside ACISO's or its subcontractors' control which shall make it impossible or inadvisable for ACISO using its reasonable discretion to hold the Event at the time and place provided or interferes with ACISO's ability to get the Hosted Buyers to the Event or to provide flights, hotels, transfer, appointments, events or other services to Hosted Buyers. ACISO reserves the right to reschedule the Event at another date and/or at an alternative site which will be communicated to the Hosted Buyer by e-mail.

## **XII. Jurisdiction**

The Organizer and the Hosted Buyer will settle all eventual disputes in an amicable way. In case a dispute cannot be settled in this way, the Organizer and Hosted Buyer agree that the Courts of Ourém, Portugal are competent to settle any such dispute, according to Portuguese Law.