General Terms and Conditions ARMA-NL Conference

Summary

Please find the most important points of the terms and conditions below for your information. For full details, please read the whole webpage.

- **Mode of delivery:** You are registering for the ARMA-NL conference. ARMA-NL will endeavour to have the conference fully in person at the indicated location. The mode of delivery is however not guaranteed, and ARMA-NL may transition to an online mode of delivery, but only if required due to health or safety reasons.
- **Registration validity:** Your registration will stay valid regardless of the mode of delivery.
- **Liability:** ARMA-NL accepts no liability for travel or accommodation arrangements or any related costs in any scenario and, in particular, when changing delivery modes.
- **Cancellation:** You will be able to cancel in line with the specific cancellation terms of the conference. Please note that you must cancel before **August 3, 2026,** to get a full refund — minus a €50 admin fee.
- **Programme flexibility:** The conference programme is not guaranteed and may be changed at any time and if the delivery mode changes.
- **Context:** ARMA-NL appreciates that these conditions are strict, but they are necessary to organise a large international conference in uncertain times without risking serious financial harm to the association and undoing the work of many volunteers and contributors over the past decade.

These terms and conditions are specifically for our ARMA-NL conference and override any general ARMA-NL terms and conditions or policies.

1. Delivery Mode

Due to the potential for public health uncertainty, ARMA-NL has adopted the following approach:

ARMA-NL fully intends to hold all upcoming conferences in-person. ARMA-NL will spare no effort to make that happen. If such in-person conferences are not legally possible or become impossible due to practical or economic reasons or are estimated by ARMA-NL to carry too much risk, the delivery mode of a conference may be changed from in-person to online.

If a conference is fully online, the conference dates may also change.

By registering for our conference, the delivery mode is not assured. You will not be entitled to a refund or to cancel outside of the regular cancellation terms outlined below due to a change of delivery mode. You are buying access to the ARMA-NL conference in the mode that ARMA-NL is able to deliver it safely and responsibly in the knowledge that all preparations are made for an in-person conference, which is the preferred option. The in-person nature is however **NOT guaranteed**.

2. Conference Programme

The conference programme remains in draft form and can be changed at any time until the start of the conference. It may also be adjusted during the conference due to logistical reasons or an unavailability of speakers. ARMA-NL will strive to stay as close to the original programme as possible but this is dependent on speakers.

The conference programme may change significantly if the conference delivery mode is changed. Some session types do not work well online and may be replaced, changed or cancelled.

3. Conference Fees & Payment

3.1 Payment Terms

Your conference ticket must be paid upon registration. Due to limited availability, your registration is not valid until payment is received. However, those who notify ARMA-NL beforehand with a solid reason for delayed payment may be allowed to enter if they have received permission to enter in writing from ARMA-NL (e.g., a common reason is the slow payment process of a larger organization).

3.2 Late Payments

An admin fee will be applied for late payments:

- **Later than 30 days after the conference:** €40
- **Later than 60 days after the conference:** €100

3.3 Membership Requirement

For the conference registration, conference delegates must be members in the year of the conference (NOTE: the year 2026–2027). The membership fee must have been paid at the time of the conference as well as the conference fee.

Delegates who have not paid will be asked to pay directly at the location upon entry and refused entry if they cannot pay. However, those who notify ARMA-NL beforehand with a solid reason for delayed payment may be allowed to enter if they have received permission to enter in writing from ARMA-NL.

3.4 Invoices and Credit Notes

ARMA-NL will provide an invoice on registration and payment via the website. Members are responsible for payment themselves and also are required to get their costs reimbursed themselves.

3.5 Currency

Invoices must be paid in **EURO (€)** unless otherwise agreed in writing with ARMA-NL.

4. Conference Dinner and Catering

In the conference fee lunch, coffee/tea and drinks are included, as well as catering during the drinks.

Delegates may choose not to attend the conference drinks, but no discount or refund will be given for not attending. Please notify **info@armanl.nl** if you cannot attend the drinks.

5. Cancellation Policy

Conference delegates may cancel their participation under the following conditions:

- **60+ days before the first conference day:** Full refund minus a €50 admin fee.
- **30 to 59 days before the first conference day:** 50% refund.
- **15 to 29 days before the first conference day:** 25% refund.
- **Less than 15 days before the first conference day:** No refund.

Exceptional Circumstances

Illness of the delegate or family emergencies or tragedies are not grounds for a cancellation or refund. Only long-term illness by the delegate which is signalled and proven at the latest **15 days before the pre-conference day** will be grounds for a full refund.

In this case, it is also possible to be replaced by someone who is a member of ARMA-NL. ARMA-NL must be notified about this by email with the name of the substitute before the first conference day.

How to cancel: Cancellations must be submitted by sending an email to **info@armanl.nl**. The timestamp of the email (and not the time of response or processing) will determine compliance with deadlines.

6. Media & Materials (Video, Audio, Photography)

You may give permission or not give permission for video, audio, and photographic materials during your registration. This pertains to close-ups and any material of you alone.

Overview pictures or materials, pictures or materials in (small) groups, or any picture or material you pose for can and might be used by ARMA-NL or third parties under contract with ARMA-NL. ARMA-NL will, however, consider removing such items at your request after contacting **info@armanl.nl**. ARMA-NL will endeavour to remove any item which is not associated with a significant cost (e.g., if a video is produced and we would need to have it reedited or a new video made, this request might not be granted as it carries significant costs).

7. Contact Details & Privacy

Those delegates consenting to share their contact details with other participants and ARMA-NL commercial partners will not be able to revoke that consent directly in the registration module. They must revoke or unsubscribe directly with the ARMA-NL partner contacting them.

8. Competent Court

The competent court for any disputes is the responsible court in **the Netherlands**.