



European Rotaract Information Centre

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# REM/EUCO Event Manual

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## 1. Introduction

### 1.1 Objective

This document outlines the basic requirements interested countries belonging to the European Rotaract Information Centre (E.R.I.C.) should fulfil to become the organiser of a Rotaract European Meeting (R.E.M.) or an European Convention (EuCo).

It also presents the key organisational processes to stage a successful event.

Some tips and recommendations are shown in the Annex.

### 1.2 Applicable documents

AD-1 Guidelines and Internal Bylaws of European Rotaract Information Center - San Marino 2010

AD-2 E.R.I.C. Country Reps Minutes of Meetings from EuCo Sofia

AD-3 E.R.I.C. Country Reps Minutes of Meetings from REM Amsterdam

AD-4 E.R.I.C. Country Reps Minutes of Meetings from REM Belgrade

AD-5 E.R.I.C. Country Reps Minutes of Meetings from EuCo Dortmund

AD-6 E.R.I.C. Country Reps Minutes of Meetings from REM Wroclaw

## 2. Description of the process

### 2.1 Call for Candidates

The E.R.I.C. Board, will perform a Call for Candidates at least one month prior to the election of an host city for REM or EUACO. This call will go via e-mail to all the Country Representatives, attaching the relevant information and deadlines.

Within the deadline set by E.R.I.C. Board, each country belonging to E.R.I.C. is entitled to submit a candidature to organise the event.

Candidature will be sent to the Country Representative in agreement with the Host Organising Committee (HOC) and shall abide by all pre-requisites described in this manual.

For further details see Annex A1.

Any deviation has to be agreed with the E.R.I.C. President.

### 2.2 Election

The E.R.I.C. Committee of Representatives has the exclusive right and authority to vote on a venue for the two REMs and the EUACO.

Proxies for the votes will be held as stated in the bylaws.

Votation will normally be in public. But if the Country Representatives can decide to vote in secret as well.

If more than one candidate is running, the candidate with the most votes will win.

If there is a draw, then the election for the event is postponed to the next meeting. There will be a new call for candidates. Candidates who already presented can present their candidacy again.

If there are more than two candidates, and none of the options reach their 50%+1 threshold, a second round of voting with only the top two candidates from the first round will take place. If in that case, both options receive exactly 50% of the votes, which is highly unlikely to happen, the E.R.I.C. President gets to pick one.

## 2.3 After the Election

### 2.3.1 General Duties

#### Of the Host Organising Committee (HOC)

The Host Organising Committee must do everything in its power to meet all requirements and obligations stated in this document.

The HOC should provide updates of the current status in the following meetings of the the E.R.I.C. Committee of Representatives.

#### Of the E.R.I.C.

The E.R.I.C. must do all in its power to see that an event organised under its auspices will be successfully carried out and that E.R.I.C. is represented by competent people, maintaining absolute impartiality.

The E.R.I.C. is obliged to assist the Host Organising Committee by all means at its disposal.

Nevertheless, E.R.I.C. may request the HOC the reimbursement of expenses caused by its action.

### 2.3.2 Communication within the parts

The Host Organising Committee and the E.R.I.C. shall strive for the most efficient communication, as it is essential for the success of the organisation of the event.

The E.R.I.C. Committee of Representatives will vote on the venue of the future E.R.I.C. Meeting and appoint an organisation committee composed of one or more clubs and represented by a president that will be the single point of contact for E.R.I.C..

It is recommended that the HOC has a (former) Country Representative among its members.

**The Organising Committee will ensure that:**

The list of contact details of all its members and a fax number is provided to the E.R.I.C. Board and that any change in this list is communicated to the E.R.I.C. as soon as it takes place.

Any requests and/or questions from the E.R.I.C. to the HOC must be replied within 3 working days.

**The E.R.I.C. will ensure that:**

E.R.I.C. Board Officers are available for the relevant support in the preparation and organisation of the event.

Requests and/or questions from the HOC will be replied within 3 working days;

One member of the HOC is copied on all important E.R.I.C. communications.

### 3. Organising Committee

The candidate must provide an organigram of its Organising Committee where at least the following positions are to be covered:

- Chairman,
- Logistics (transport/hotel/food/...),
- Information Tecnology (IT) (Website, registration,...),
- Media and marketing.

It is highly recommended that the E.R.I.C. Country Representative is integrated in the HOC or at least that is kept informed of the activities of it.

It is recommended that every member of the HOC has an own mobile telephone and e-mail account.

### 4. Requisites for the event

#### 4.1 Insurance

The HOC shall acquire sufficient civil liability insurance to cover any eventuality during the period of the event, plus two days before and two days after the event.

The HOC assumes the full legal responsibility for the entire organisation and execution of the event. It is strongly recommended to be covered with public liability insurance for possible bodily injury and property damage caused by any of the participants of the event. E.R.I.C. explicitly declines any responsibility and reimbursement claims regarding the entire events.

All profit and loss are to the charge of the organization committee.



## 4.2 Accommodation

The hotel has to be in a high international standard category and must be wheelchair accessible.

Rooms should typically accommodate 2 rotaractors though it is feasible to provide rooms for up to 3 or 4 rotaractors.

Accommodation on single room should be feasible.

It is highly recommended to provide free-of-charge usage of the hotel's services (wifi, pool, sauna, gym, etc) for the participants.

It is highly recommended to have a leisure room for free at the hotel, where the team members may have Internet access or play games.

For delegates that would not like to stay in the hotel/hostel included in the standard package, the HOC must offer an alternative package without accommodation. A list of other higher standard hotels must be provided upon request.

## 4.3 Transportation

Transportation to the event and from event is not provided by the HOC. Yet, information/help on local means of transport from the airport/train & bus station should be provided.

Local Transportation of all participants during the event must be provided by the HOC. It is encouraged to organize transportation to/from the airport/railway station on the dates of arrival and departure.

## 4.4 Venue Infrastructure

The distance from the hotel(s) to the ERIC meeting room shall not have a travel time in excess of twenty (20) minutes.

All social activities that are organized by OC should be secured and only participants of the event can be invited to those activities. Participants are obliged to wear accreditation cards in purpose of their own security.

## 4.5 Event Entertainment and Activities

A free guided tour to the city centre should be offered at least to all participants with the standard package.

Non free of charge sightseeing packages can be offered by the HOC to the participants. Prices should be stated in the Registration Process and offered beside the standard registration.



Any change of non free of charge sightseeing should be informed to the participants who purchased them and to the E.R.I.C. as soon as known.

Cancellation of the Registration by any Rotaractor due to change of already purchased package should be fulfilled by the HOC free of charge, if a proper alternative package or similar or better conditions is not offered.

A Social Activity free of charge should be planned for all participants with the standard package.

#### 4.6 Website & Registration

The HOC shall set up a web site:

website name (URL) should preferably follow the following convention:

- REM: [www.rem<YYYY><cityname>.org](http://www.rem<YYYY><cityname>.org)
- EuCo: [www.euco<YYYY><cityname>.org](http://www.euco<YYYY><cityname>.org)

Enough web space should be reserved in a server.

Website should be written in English. Web presentation should include links to ERIC Facebook group and ERIC Web page.

It will have an index page with a welcome message from the HOC, a photo of the city together with the logo and dates of the event.

Besides that it should include at least the following sections:

- About
  - o Info of the country and the city
  - o Host Organisation Committee
  - o ERIC
  - o Partners/Sponsors
- Programme
- Packages
  - o Hotel and hostels
  - o Visa Support (if needed)
- Sightseeing
- Registration
- Terms
- FAQ
- Login





Registration will be done via the website. For instance the following details can be requested by the HOC to the participants during the registration process via website.

Name	Arrival station
Surname	Arrival day
Email address	Departure station
Gender	Departure day
Birthday	Roommate
Address	Allergies
Zip code	Diet
City	Medical details
Country	Emergency contact
Phone number	Name
Club name	Relation
Club Country	Phone number
RI District	
Position in Rotaract	
Profession	

#### 4.7 Payment

After registration the HOC has to provide payment details. It is recommended to start the payment at the same time as the registration. This prevents that people register, but don't pay.

For the HOC, payment systems as PayPal are safe and secure for the payment. However, not all the E.R.I.C. countries can use the PayPal system. Therefore payment via banktransfer has to be possible.

Board members, Country Representatives and their partners can pay the participation fee on site. Both in the local currency as in Euro.

#### 4.8 Accreditation / Security

The HOC is responsible for the security of the event. The HOC must use an Accreditation System.

The Accreditation System shall provide the correct access to all of the various categories of personnel in order for them to be able to perform their duties. It also will allow to carefully control the access to certain areas such as the opening ceremonies, gala dinner, clubs, etc.

E.R.I.C. will provide a "standardised accreditation system" and „accreditation system template" to the HOC free of charge. See A2 for further details.

The HOC will provide Accreditations (badges) to the participants.

However, E.R.I.C. shall approve all accreditation requests linked to the technical and commercial aspects of the event. This especially relates to all persons requiring access to the gala dinner and opening ceremony.

Participants should carry their badges at any time during the event and wear them in a visible place.

#### 4.9 Printed Material

During the registration process, the HOC must provide all participants with a welcome package comprising at least:

- City Map where all the event places are marked (hotel, opening ceremony, gala dinner, etc.)
- Event Program
- Workshops Program (if available)
- A list of 10 common local expressions and its translation to English (Hello, Goodbye, Thank you, etc.)

#### 4.10 Opening Ceremony

The Opening Ceremony shall be organised at the beginning of the event.

It should include at least:

- a speech by the HOC Chairman or deputy at least welcoming all participants and presenting the HOC members;
- a speech by any Rotarian representing Rotary International;
- a speech by the E.R.I.C. President or deputy;
- showing the flags from all the countries being represented in the event.

#### 4.11 Live Information for participants

An Information Desk should be located in the hotel lobby in order to assist the participants.

At least 2 people should be present in the Desk. At least one person from the HOC shall be at the desk during day times.

An Information Board or TV should be placed next to the Information desk.

Information Board/TV should be up-to-date and contain at least the following information in English:

- Day programme
- Breakfast/ Lunch/Dinner Periods
- Shuttle bus service timetable
- List of Workshops, Schedule and place where they will take place
- Last Minute Changes
- Telephone numbers in case or EMERGENCY

- Estimated price of taxi ride to the city centre and Airport

## 4.12 Meetings

### 4.12.1 Country Representatives Meeting

A room for the Country Representative Meeting should be available during one day along the event to accommodate at least 60 people.

A projector, flipchart boards and Internet connection via wifi is required.

### 4.12.2 EuCo Plenary Meeting

In EuCo, a room for the Plenary Meeting should be available on Saturday afternoon.

It should be able to host all EuCo participants. A projector and Internet connection via wifi is required.

### 4.12.3 Workshops

2 rooms for holding 2 workshops should be available during one day along the event to accommodate at least 40 people/room.

A projector, flipchart boards and Internet connection via wifi is required.

## 4.13 Closing Ceremony

The Closing Ceremony shall be organised at the final dinner on Saturday.

It should include at least:

- a speech by the HOC Chairman or deputy to say goodbye to all participants.
- a speech by any Rotarian representing Rotary International.
- a speech by the E.R.I.C. President or deputy.

An Award Act should be able to be performed during final dinner, at the EUCO.

## 4.14 Payment of Fees

The HOC must send the final list of participants 1 week after the end of the event to the E.R.I.C. Board.

After agreement, HOC should transfer to the E.R.I.C. the corresponding amount of money due to E.R.I.C. fee paid by each participant. Payment should be done within a week.

The E.R.I.C. fees are as follows:

- R.E.M. : 3 Euros/participant
- EuCo: 5 Euros/participant

The E.R.I.C. bank account details are as follows:



**European Rotaract Information Centre**

[president@rotaracteurope.org](mailto:president@rotaracteurope.org)

[www.rotaracteurope.org](http://www.rotaracteurope.org)

IBAN: LU67 0019 1255 9998 5000

SWIFT (BIC): BCEELULL

Bank address: Banque et Caisse d'Épargne de L'État (Luxembourg), 1-2 Place de Metz,  
L-1930 Luxembourg

Account holder: E.R.I.C. (European Rotaract Information Centre)

All of the fees and dues owed to the E.R.I.C. must be paid in full and net of any taxes and fees within the deadlines given in this manual.





## 5. ANNEXES

This information is related to past REM's and EuCo's. It sets an example of how you can organise your event.

### 5.1 Annex 1: Mail to call for E.R.I.C. R.E.M. January 2013

To: recommittee@freelists.org  
CC: board@rotaracteurope.org  
Subject: [RE Committee] E.R.I.C. R.E.M. -> Call for Candidates

Dear Country Representatives,

The **elections for the Rotaract E.R.I.C. Meeting (R.E.M)** in **LAST WEEKEND of JANUARY** will be held during the next Country Representatives Meeting in **REM \_\_\_\_\_**.

**Please, resend this email to the Rotaract Clubs from your countries in case any club/s would like to host this event. If so, please inform us till \_\_\_\_\_ (board@rotaracteurope.org)**

#### What shall the teams prepare?

1. Electronic folder containing:
  - 1.1. Presentation, containing/explaining:
    - 1.1.1. Host Organising Committee composition
    - 1.1.2. Logo
    - 1.1.3. Travel conditions (nearer airports (with routes supported), train stations and bus stations)
    - 1.1.4. Accommodation/hotel (pre-agreement with the hotel can be added)
    - 1.1.5. Program
    - 1.1.6. Packages & prices
    - 1.1.7. Requirements from the rotaractors (e.g. Passport/VISA)
  - 1.2. Budget plan
  - 1.3. Governor's and Incoming Governor's supportive letters to your application (optional)
  - 1.4. Everything you think convince the country reps to vote for you (e.g. video about the city)
2. Hard copy of the electronic documentation (to be given to the Board during the event)



**Package Prizes:**

- REM 3 days: 133 Euros (3 Euros are for E.R.I.C. fee)
- REM 4 days (CR package): 163 Euros (3 Euros are for E.R.I.C. fee)

This comes from:

„Guidelines and Internal Bylaws of European Rotaract Information Center - San Marino 30th January 2010”

Plus:

the ammendment from EuCo Dortmund Country Representatives Meeting , where it was decided “... €10 increase for REM and €15 for EUCO.”

We are looking forward to receiving your application!

E.R.I.C. Board

Note for future years:

In EuCo Dortmund, also the following annual increases were defined:

- For the 3 days REM package, 2€
- For the 4 days REM, 3€
- For EuCo regular package, 4€

Year	REM fri-sun	REM thu-sun	EUCO
2011-2012	€ 110	€ 140	€ 170
2012-2013	€ 120	€ 150	€ 185
2013-2014	€ 122	€ 153	€ 189
2014-2015	€ 124	€ 156	€ 193
2015-2016	€ 126	€ 159	€ 197
2016-2017	€ 128	€ 162	€ 201
2017-2018	€ 130	€ 165	€ 205
2018-2019	€ 132	€ 168	€ 209
2019-2020	€ 134	€ 171	€ 213
2020-2021	€ 136	€ 174	€ 217



## 5.2 Annex 2: Accreditation System

### 5.2.1 Accreditation Categories

The basic accreditation Categories are:

**ORGANISATION** – For Organisation members

**BOARD** – For President, Vice President, Secretary, Treasurer, IT Officer, Marketing Officer, Social Officer, Assistants, ...

**COUNTRY REPRESENTATIVE** – For Country Representatives

**ROTARACTOR** – For Rotaractors

**ROTARIAN** – For Rotarians

**SPONSORS** – For Sponsors

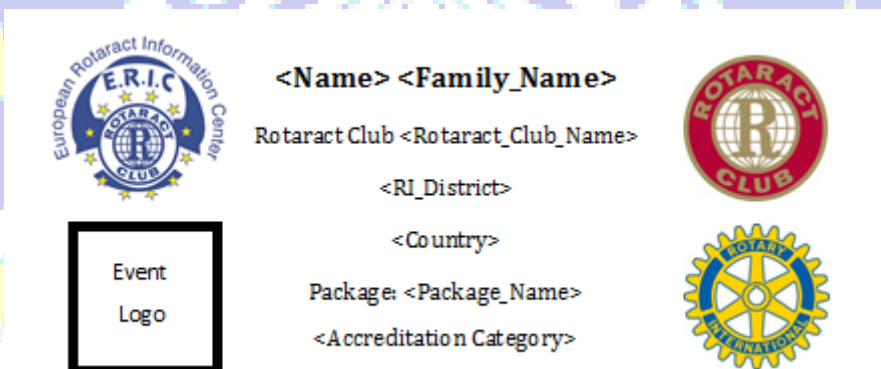
**GUESTS** – For Guests

**MEDIA** – For Press, Photographers, TV, radio,...

**VOLUNTEERS** – For Volunteers

The HOC may increase these accreditation categories and have sub categories.

### 5.2.2 Badge Template - Front view (for Organisation, Board, Country Representatives and Rotaractors):



Rear view is free to the organisers.

### 5.2.3 Areas and Categories

The HOC shall specify the list of events/areas and which accreditations have access to which events/areas.

### 5.3 Annex 3: Tips and Advices on Accommodation from PreConvention 2006

Time Line: We started very early to discuss, what kind of accommodation we wished to offer the pre-convention participants. Because most hotels did not wish to make large reservations with us too early, and because it obviously was not possible to assess the number of participants wishing us to provide them with accommodation before the pre-convention was relatively close, the actual negotiation with and booking of a hotel was not possible until the early spring 2006.

Good advice:

Accommodation is a one woman job! Planning and negotiating the accommodation is an assignment which can be done by one person, and because a lot of the job has to do with dealing with the hotel- and guest information, a lot of trouble can be avoided by letting one person be in charge.

It is always a hit to have as many participants as possible staying the same place! Experience from many conferences has told me and several of my Rotaract acquaintances, how important it is, that as many as possible live the same place during the conference, since this allows interaction at all times of the day, and ensures that everybody has the same transport time. Good ideas for making people choose your accommodation alternative:

- Make it cheap! We are young; the price is more important than luxury.
- Make it a good deal for the Rotaractors of the hosting city (which are always over-represented) to stay at the hotel instead of staying at home;

for instance make sure that the hotel is situated fantastically close to the locations of the evening/social activities.

- Offer your accommodation package on line together with the social activities, so it becomes the natural choice of all pre-convention participants.
- Obviously; Book rooms at a hotel with capacity for all the participants, instead of several smaller ones! This also saves some work both for you and the logistics department..

Remember to consider the possibility of disabled participants! Check if the hotel, you are booking with is easily accessible for people in wheel chairs etc. You save yourself a lot of trouble and, well, disabled should be able to participate in all Rotaract activities!!

Make a flexible deal with the hotel!!! First of all we experienced to have a lot fewer participants, than we expected, which resulted in great changes in our bookings.

Further on, we had many requests from people wanting us to provide them with accommodation in last minute. We made a deal with the hostel/hotel we used, that allowed us to book a lot of rooms, but still made it possible to cancel all of them May 1st, - that is less than one and a half month before the conference! After that we could cancel progressively fewer rooms without them charging us. It was a very useful deal!

Calculate with late coming bookings from rotaractors! If you have the financial capacity, it might be a good idea to actually book an extra number of rooms. We did PreConvention 2006 in Copenhagen-Malmö HOC Whitebook not have this possibility, so we solved the problem by making some separate last minute bookings where the late coming rotaractors payed directly to the hotel, and not through us. This was a bit troublesome for the rotaractors, especially if you put several "single"/friendless late coming rotaractors into one hotel room, so you might consider to still be the ones paying the hotel, and just charging the participants.

Remember that some people stay for the convention. We did not offer accommodation for the convention, since we were offering home stay during the convention days. Unfortunately, too many people were interested in home stay for us to accommodate their wishes, so some people needed somewhere to stay for the Rotary convention days. A good idea is of course to make a deal with the hotel, you are using for the pre-convention participants and then offer the participants to have either





preconvention accommodation or preconvention and convention accommodation. We also had quite many preconvention participants who did not stay along for the convention, so make two packages!! Ask people about wishes for roommates! I did actually send out a mail to all the registered participants asking for their wishes for potential roommates, but still I saw a lot of sour faces at the reception area, when people discovered that I did not automatically put them together with their fellow club members if they had not answered my mail. So be explicit! – or just decide, that people are at the conference to interact with new people ;)

The deal we got was 3 night accommodation incl. Linen for 100 dollars. Bedrooms ranged from 2-6 people, several bathrooms in the hallway. The hotel was very centrally placed and had a view of the beautiful Copenhagen harbour front.



## 5.4 Annex 4: Tips and Advices on Payments by Søren Falkenberg

### Payment solution 1: Credit cards

1. Set up a webpage where the concept of the payment method is clearly evident. The webpage MUST be owned by the person who applies for the Acquiring agreement.
2. Write a document with the rules of the Preconvention Committee. The most important aspect is that it states who is economical responsible. This document is needed in step 3 and step 7.
3. Set up a business account with net banking.
4. Obtain some credit cards. Several written authority forms are required. Remember to activate the credit cards shortly after you receive it. Otherwise you need to do it all over and it takes over a week!
5. Get a digital signature. This is a big advantage when you fill out electronically forms online at governmental agencies.
6. Apply for a business license number. (In Denmark you need to fill out forms both at the IRS and the Danish Agency of trade and corporation). Remember to be registered as a charity organization so you don't have to pay taxes!
7. Apply for a "Acquiring agreement" at PBS online at their web page. You need to explain the product you are selling, marketing, expected turnover etc. You need to state a cancellation policy on your web site and refer to different trade laws that you are not obliged to give a 14 day cooling-off period etc. Several different cash settlement are possible with the PBS. The normal agreement is to get the entire amount after 28 banking days (1½ month) transferred to your account. Please note that PBS can require a money guarantee from you for a huge amount of money depending on the expected turnover if they are uncertain whether you are economically viable!
8. Find a company who can offer a web based SSL-secure payment software. The webmaster can implement the solution himself fairly easily.

#### Remarks:

We let our national participants pay with bank transfers so they could save the PBS fee of 5.75 %.

Costs of payment solution:

PBS Acquiring (1 year): 385 USD

Web domain and hotel (6 months): 210 USD

Payment software (6 month): 190 USD

Business license: 20 USD

Bank account + net banking + 3 credit cards (1 year): 265USD

Sum: 1070 USD

Furthermore, the bank fees are much higher for a business account than a regular account. We had expenses for more than 100 USD!

#### Evaluation of payment solution 1:

Pros: Credit cards are by far the easiest, quickest and safest way to pay money. Payments are automatically registered on your website.

Cons: The solution is extremely cumbersome and requires a lot of work and processing time (expect at least 3 months!). It is relatively expensive. Big ecumenical risk: You risk getting liquidity problems during the conference if people pay late! People can claim their money back if they feel that they didn't get the "goods" that they paid for. Every claim cost app. 45 USD even if it is unjustified!

### Payment solution 2: Bank transfer

1. Open a regular bank account with net banking and some credit cards (this is free in Denmark!).

2. Set up a website where the participants can register via. E-mail address and is automatically assigned an ID-No. They chose what they want to buy on the payment site, e.g.:

Accommodation

Social package

Workshops

Bank fee (use 6% of the gross amount to be safe)

SUM

The amount shall be paid to:

Account holder: [Name, Address, City, Country]

Location of the bank [City]

IBAN

SWIFT

BIC

When transferring the money:

- Remember to provide the following information: NAME and ID-No.

- Chose: "All expenses paid by the receiver" since the amount is already included in the price.

*Evaluation of payment solution 2:*

Pros: Up and running in no time, cheap and simple. You are not subject to any rules, i.e. no economical risk. If you provide the banking detail stated above, 99.9 % of all transfers will be successfully executed in western countries in no more than five days.

Cons: Sometimes people find it difficult to make foreign bank transfers, especially in 3rd world countries. The safety of the payment is smaller than credit card! It is a manual task to register that people have paid.

#### **Conclusion on payment methods:**

Solution 1 is easiest for the participants. Solution 2 is easiest for the Planning Committee. The choice is yours!

Best practice for the Financial manager:

The main advice is: Keep it simple! Here's how to:

\_ Keep a detailed log of every payment that you make and every payment you receive. (Date and amount)

\_ In general: Try to minimize the amount of cash you need to withdraw from the bank. Pay with credit card, make bank transfers or write checks as much as possible. This minimizes the risk of "lost" money.

\_ Hand out credit cards to the people with the most expenses.

\_ When paying back expenses to people: Deal only with the chairman of the different sub planning groups. Let him deal with the different amounts among the participants.

\_ When making the budget divide the different items out on the planning groups (e.g. workshops, social activities, accommodation).

\_ Keep the same items in the final account that you did in the budget. Then it is easier to evaluate the final result. Please note that it is a VERY tedious job to analyze receipts from different people. Delegate this work out to the chairmen of the planning groups as much as possible.

\_ Import the statement of account directly into a spread sheet via net banking. This minimizes the risk of "human" errors when balancing up the account.

\_ If a participant shows up and his payment is not yet registered, let him pay cash and reimburse him later. Tough but fair!



## 5.5 Annex 5: Web site contents. Example from EuCo 2012

### *Registration*

Step 1/3: Select your package

Step 2/3: Select your sightseeing

Step 3/3: Insert your personal details and payment method

Terms and Conditions

### **ONLINE REGISTRATION**

**Only online registration is accepted by EUCO 2012 Moscow, Russia organizers.** To register for the event, you must create an online account and fill in the corresponding registration form that can be found on the website [www.euco2012.com](http://www.euco2012.com)

The registration process is completed upon full completion of the online registration form, and receipt of a full payment of a registration fee. Upon receipt of a full payment of a registration fee your name would be uploaded in the list of participants on the website [www.euco2012.com](http://www.euco2012.com)

### **REGISTRATION FEE**

Registration fee is announced on the website ([www.euco2012.com](http://www.euco2012.com)).

As per ERIC bylaws the registration fee includes:

Accommodation;

Meals;

Conference/meeting room hire for conference and workshops as well as coffee/drinks during the meeting;

Gala dinner and Gala ball;

Transportation around the city (where appropriate)

Besides ERIC bylaws the registration fee includes:

Invitation letter for getting tourist visa if accommodation is in a hotel. If accommodation is in a hostel the additional payment for visa support should be taken into account.

Travel expenses to Russia is the responsibility of the participant and is not included in the registration fee.

**EUCO 2012 Moscow, Russia Organization committee is responsible for providing participants with invitation letter for getting tourist visa to Russia only for the dates of EUCO 2012, i.e. 23 — 27 May, 2012. More about Visa Support read on the website [www.euco2012.com](http://www.euco2012.com)**



## ***PAYMENTS***

Information about payment process will come soon.

## ***CONFIRMATION OF REGISTRATION***

You shall always receive a confirmation of your booking. A legally binding contract will be formed once you obtain that confirmatory e-mail and we receive your bank transfer acknowledging that your subscription order has been received and successfully processed. We will not be responsible if you fail to receive confirmation because you have supplied us with an incorrect e-mail or postal address. If you do not obtain anything, please send an e-mail to [info@euco2012.com](mailto:info@euco2012.com) to make sure that we have received your booking. Please notify us immediately of any corrections necessary to your registration.

## ***CANCELLATIONS***

We reserve the right to defer or cancel any course if there are insufficient bookings, or conditions arise, which are beyond our control.

Cancellations by the participant must be received in writing by email to [info@euco2012.com](mailto:info@euco2012.com) as early as possible. Participants may substitute another person by submitting a written request. Individuals are responsible for cancelling their own hotel and travel reservations. We do not accept liability for hotel, travel or meal costs before and after the event.

## ***REFUNDS***

Cancellation by the participant will be subject to cancellation charges as follows:

**Cancellation before 15<sup>th</sup> of February, 2012:** Should you or your substitute be unable to attend the booked event, and provided you have informed us by e-mail, we will refund your registration fee (any bank charges incurred by either party or ERIC Fees excluded).

**Cancellation before 15<sup>th</sup> of March, 2012:** Should you or your substitute be unable to attend the booked event, and provided you have informed us by e-mail, we will refund the half of your registration fee (any bank charges incurred by either party or ERIC Fees excluded).

**Cancellation after 15<sup>th</sup> of March, 2012:** If you would like to cancel we would appreciate your notification by e-mail, so that others could avail of your seat. No refunds are available for cancellations after 15th of March 2012.

## ***CHANGES***

We reserve the right to make changes to the published programme. However, you will have no claim against us in respect of such changes, and these do not entitle you to cancel your registration.

## ***DATA PROTECTION***

The personal information provided by you will be held on our database. It will be used to keep you up-to-date with developments of our activities. If you do not wish your details to be used for this purpose, please send your request to [info@euco2012.com](mailto:info@euco2012.com)



### ***RIGHTS IN MATERIAL***

All copyright and other rights in materials provided to you during or for the purposes of EUCO 2012 Moscow, Russia are the property of European Conference 2012 or its licensors. You are entitled to use such materials only for your own personal study. You are not entitled to copy such materials nor are you entitled to use or authorize others to use them for any commercial purposes.

### ***LIABILITY AND INSURANCE***

European Conference 2012 will not assume any responsibility whatsoever for any damage or injury to persons or property during the convention. The participants are recommended to arrange their own personal travel and health insurance.

### ***APPLICABLE LAWS AND COMPETENCE***

The relationship between European Conference 2012 and the participant will be exclusively governed and construed in accordance with the laws of Russian Federation with exclusive competence of the Russian Jurisdiction.

### ***LIABILITY***

European Conference 2012 shall have no liability for any loss and/or damage that may occur to any of your personal property. European Conference 2012 will not be liable for any indirect or consequential loss suffered by you; or any loss of profits or loss of business (direct or indirect) suffered by you. In any case European Conference 2012 liability shall not exceed the relevant booking fee paid.

### ***FORCE MAJEURE***

European Conference 2012 will not be liable for any default or delay in the performance of its obligations, to the extent that such default or delay is caused, directly or indirectly, by an event beyond the reasonable control of us such as, but not limited to: fire, flood, earthquake, elements of nature, acts or regulations of government bodies, court orders, acts of war, terrorism, riots, civil disorders, rebellions or revolutions, strikes, lockouts or labour difficulties. Such event or circumstance giving rise to the default or delay is a Force Majeure Event.

By completing the registration process and making payment you agree to be bound by these terms and conditions.

**These terms apply to all bookings submitted for our events. They might be amended by us, therefore, we recommend you to read our current terms and conditions on our website before submitting each booking, or write us to request a copy of the same.**

### ***FAQ***

**How may I apply for participation in EUCO 2012?**

**Only online registration is accepted by EUCO 2012 Moscow, Russia organizers.** To register for the event, you must create an online account and fill in the corresponding registration form that can be found on the website [www.euco2012.com](http://www.euco2012.com)

### **How could I know that I'm registered?**

The registration process is completed upon full completion of the online registration form, and receipt of a full payment of a registration fee. Upon receipt of a full payment of a registration fee your name would be uploaded in the list of participants.

### **What is the price of participation in EUCO 2012?**

The price of participation in EUCO 2012 depends on the package and sightseeing you select. For more details, please visit a page ["Package"](#) and ["Sightseeing"](#).

### **How could I pay for participation?**

Information about payment process will come soon.

### **How much time I have to make payment before my reservation will be cancelled?**

Information about payment process will come soon.

### **When is it planned to close the registration?**

Registration is planned to be closed on April, 1, 2012. After that time no applications are possible.

### **Visa Support, what does it mean?**

Please visit [this page](#) for more Visa support information.

### **What is the maximum number of participants of EUCO 2012?**

600 participants will be hosted in a hotel 200 participants will be hosted in a hostel

### **What hostel should I select?**

There are two hostels available for accommodation. Both of them are located in the center of Moscow. Allocation in the hostels will be arranged after getting the certain number of guests who would like to live in a hostel.

### **What should I select for accommodation hotel or hostel?**

Hotel.

### **Could I book a hotel/hostel that is different from the proposed one?**

Yes, you could book a hotel/hostel that is different from the proposed one. In this case EUCO 2012 Organization committee is not responsible for reservation of the hotel/hostel for you and the registration fee remains the same.

### **What will be the place of the main EUCO Convention meeting and ERIC Board meetings?**



The main EUCO Convention meeting and ERIC Board meetings will take place in the conference center of the hotel.

### **How may I get in Moscow?**

**By plane.** There are three international airports in Moscow

Sheremetyevo Airport

Domodedovo Airport

Vnukovo Airport

There are regular flights from every European and non-European countries.

**By train.** Moscow has nine train stations, eight of them offering long-distance. All are located relatively in the center of Moscow and have metro stations nearby.

**By bus.** International bus transportation is handled to over 1500 directions.

### **What airport should I select for arriving?**

All Moscow Airports are almost on the same distance from the hotel/hostel.

The biggest International airport is Sheremetyevo.

Airports Domodedovo and Vnukovo, they are half international, half domestic.

To get in the center of the city takes 30-40 minutes and it is possible by Aeroexpress train that is available from all airports.

### **What kind of transport will be arranged during the convention?**

The following transport will be arranged during the convention:

Metro

Bus (where appropriate)

### **Expenses for transport, are they included in the price of registration fee?**

Yes, expenses for transport are included in the price of registration fee — cards for metro (10 trips), bus (where appropriate).

### **On the website there is a list of twelve different excursions. Is it possible to visit all of them during the period of EUCO 2012.**

During the period of EUCO 2012 (23-27 May, 2012) there is a possibility to visit seven different excursions! It's not obligatory to select all of seven excursions.

### **Is it possible to update the selected package/sightseeing?**





European Rotaract Information Centre

president@rotaracteurope.org

www.rotaracteurope.org

Now it's not possible. As soon as it would be possible we'll inform you.

**If I have questions what e-mail address should I use?**

[info@euco2012.com](mailto:info@euco2012.com)

