



GENERAL TERMS AND CONDITIONS

Definitions

K.I.T Group GmbH is the officially assigned housing agency of the 39th Annual ESICM LIVES Congress 2026, to be held from 10 – 14 October 2026 in Lisbon, Portugal. The housing provider leads the hotel accommodation and is hereinafter referred to as K.I.T. Group. The ESICM 2026 is a non-profit, scientific organisation.

Terms and Conditions for Hotel Bookings Reservation

Hotel accommodation is subject to availability and will be allocated on a first come, first served basis.

All rates listed are per room and night in EUR (€) and include VAT and breakfast.

The room rates are subject to VAT at the applicable rate.

All rates are subject to change. In case of a VAT increase or an introduction of a city tax for business travel, the room rates will be changed accordingly.

Telephone reservations will not be accepted. All reservations must be made using the official booking form and submitted with full credit card details, without which the booking cannot be processed.

Should the selected hotels be sold out, K.I.T. Group reserves the right to book a hotel in a similar category and price range. Should you plan to arrive at your hotel after 18.00 please inform K.I.T. Group accordingly.

Please contact K.I.T. Group at hotel@esicm-congress.org for bookings of 10 rooms or more, as they will be handled separately.

Payment

When using a **credit card**, K.I.T. Group will charge the full balance due for the entire stay at the time of room reservation.

Once the full payment is received, K.I.T. Group will send out a booking confirmation. The invoices will be sent automatically after the conference.

A 3,5 % handling fee will be automatically added to the accommodation amount due. This handling fee will not show on the accommodation invoice. A payment receipt will be sent to each delegate upon request.

Should K.I.T. Group not receive payment on time or not be able to debit the provided credit card, the hotel reservation will be cancelled in line with the cancellation conditions.

Confirmation and Invoice

Confirmation of the hotel booking will be sent out upon receipt of the housing request and full credit card details or payment of the full accommodation value by bank transfer. The accommodation invoice will be sent out automatically to each delegate after the conference in October 2026.



Changes and Cancellations

All changes and cancellations must be sent in writing (email) to K.I.T. Group. Please note that hotels will not accept any changes or cancellations directly.

For the **Pestana Palace and DUO Hotel Lisbon**

- For cancellations received before **09 March 2026**, the non-refundable deposit of 35,00 EUR will be retained by K.I.T. Group.
- For cancellations received between **09 March 2026 and 09 June 2026**, 50% of the accommodation cost will be charged by K.I.T. Group.
- For cancellations received after **09 June 2026** no refunds will be possible. After this date, the full value of the reservation indicated on the hotel reservation form will be charged

For the **Hyatt Regency Lisbon**

- For cancellations received before **09 March 2026**, the non-refundable deposit of 35,00 EUR will be retained by K.I.T. Group.
- For cancellations received between **09 March 2026 and 01 May 2026**, 50% of the accommodation cost will be charged by K.I.T. Group.
- For cancellations received after **01 May 2026** no refunds will be possible. After this date, the full value of the reservation indicated on the hotel reservation form will be charged

For all hotels, except for **the DUO Hotel Lisbon, Pestana Palace**

- For cancellations received before **04 May 2026**, the non-refundable deposit of **35,00 EUR** will be retained by K.I.T group.
- For cancellations received after **04 May 2026 and 23 June 2026**, **50% of the accommodation cost will be charged by K.I.T. Group.**
- For cancellations received after **23 June 2026** no refunds will be possible. After this date, the full value of the reservation indicated on the hotel reservation form will be charged.

For a reduction in the length of stay or in case of a no-show, no refunds will be made. The entire number of nights booked on the hotel booking form and confirmed by K.I.T. Group will be charged.

No-shows will be released at 09.00 the following day, and the accommodation will not be refunded.

Cancellation of the Conference due to Force Majeure

In the event that the conference cannot be held or is postponed due to events beyond the control of K.I.T. Group (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the conference organizers, the conference organizers cannot be held liable by attendees for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, financial losses, etc.

Refund Policy

Payments already made with K.I.T. Group for this event can only be refunded under the mandatory condition that K.I.T. Group has received the full refund of all advance payments, deposits and/or other payments previously made in execution of this contract back from the hotel. Refunds will only be made after the final invoice has been issued.

Regulations of Hotel Partners

Guests are obliged to follow the hygiene regulations of the hotel partner. In compliance with the applicable hygiene regulations, we reserve the right to pass on your contact details to your booked hotel.



Data Protection

During the booking process and the execution of the stay at the chosen hotel accommodation the personal data of each attendee is processed. All personal data will be processed in accordance with the applicable national data protection regulations and in particular the General Data Protection Regulation GDPR (Regulation (EU) 2016/679) and the German Federal Data Protection Act (BDSG).

Personal data will not be forwarded to a third party unless in accordance with Art. 6 Sec. 1 lit a-f GDPR: (a) express consent, (b) performance or conclusion of a contract, (c) fulfilment of a legal obligation, (d) protection of vital interests of the data subject or another natural person, (e) public interest or exercise of official authority, (f) legitimate interest of the data controller and balancing of interests.

Within the scope of service provision, personal data may be processed by companies/hotel partners based in third countries outside the European Union (EU)/European Economic Area (EEA). This can lead to disadvantages in the enforcement of data subjects' rights, a lack of control over the further processing and transfer of data or access by state agencies for control and monitoring purposes without sufficient legal protection. By registering for the Congress, the attendee consents to such data processing insofar as it is necessary for his/her participation and the full use of the Congress services.

For further details on data processing, your rights about information and access to personal data and how to contact the Data protection officer, please refer to the privacy policy at CONGRESS WEBSITE

In case of data protection inquiries please contact the data protection official of K.I.T. Group and its subsidiaries by email security@kit-group.org.

Hotel bonus programs

The crediting of bonus points or other benefits from hotel loyalty or bonus programs is not part of the contract concluded between the attendee and us. Any claims in this regard must be asserted directly against the hotel in accordance with the terms and conditions of the respective hotel or hotel program. In this respect, we assume no guarantee or liability that bonus points or other program benefits will actually be credited to the attendee.

Liability

K.I.T. Group shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the conference organizer - for whatever legal reason - shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The attendee shall take part in the conference at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the conference organizer.

Fulfilment and Jurisdiction

This contract is subject to the law of Berlin, Germany. The terms of this contract shall be fulfilled in Madrid / Spain and in the event of any legal claims arising from either party, Berlin, Germany shall be the sole court of jurisdiction.

Severability Clause

If there is a determination of these Terms and Conditions to be ineffective or impracticable, then the validity of the Terms and Conditions remaining are not impaired. The parties are obligated to cooperate in order to replace the ineffective or impracticable clause by an effective or feasible clause, which results in the ineffective or impracticable clause being closed.



As of 1 July 2025

K.I.T. Group GmbH
Kurfürstendamm 71
10709 Berlin
Germany