GENERAL TERMS AND CONDITIONS
Definitions

K.I.T Group GmbH is the officially assigned housing agency of the 42nd Annual EAU Congress (EAU27), to be held from 19-22 March 2027 in Amsterdam/ the Netherlands. The housing provider leads the hotel accommodation and is hereinafter referred to as K.I.T. Group. The EAU 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 Dutch VAT, breakfast and city tax.

The room rates are subject to Dutch 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 eauhotels@kit-group.org for bookings of 10 rooms or more, as they will be handled separately.

Payment
Delegates have the possibility to decide on the type of payment (bank transfer or credit card payment) until **1 September 2026**.
If **payment by bank transfer** is chosen, a payment order will be sent out by e-mail to the requesting delegate. A bank transfer for the entire due accommodation amount (free of any bank fees) can be made by this date.
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 is included for the amount due for accommodation.
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 EAU Congress 2027.

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

- For cancellations received **before 7 December 2026,** a handling fee of **35,00 EUR** will be retained by K.I.T. Group.

- For cancellations received **after 7 December 2026, no refunds will be possible**
- After this date, the full value of the reservation indicated on the hotel reservation form will be charged.

Exempt from this schedule are the following hotels, which are subject to their own cancellation conditions as detailed below:

Courtyard Amsterdam Arena Atlas and Innside Amsterdam
Cancellations are free of charge until 11 July 2026. For cancellations received after 11 July 2026, no refunds will be possible.

Corendon New-West, Motel One Amsterdam and Ruby Emma Amsterdam
Cancellations are free of charge until 5 September 2026. For cancellations received after 5 September 2026, no refunds will be possible.

Marriott Amsterdam, art'otel Amsterdam, Park Plaza Victoria, Park Plaza Vondelpark, NH Amsterdam Zuid, NH City Centre Amsterdam, NH Collection Barbizon Palace, nhow Amsterdam RAI, Novotel Amsterdam City
Cancellations are free of charge until 1 October 2026. For cancellations received after 1 October 2026, no refunds will be possible.

Hyatt Regency Amsterdam, CitizenM Amsterdam South and Okura Amsterdam
Cancellations are free of charge until 15 January 2027. For cancellations received after 15 January 2027, no refunds will be possible.

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 2026

K.I.T. Group GmbH
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Germany