

Special Terms for booking Transfer, Accommodation, Technical Tours and Social Tours for the 16th IAEE European Conference in Ljubljana, Slovenia (applicable to individual reservation).

Organizer

The organiser responsible for the organization of the Transfer, Accommodation, Technical Tours and Social Tours is Ekoturizem d.o.o. (Trademark: Go Green: <http://go-green.si/en>), Dunajska cesta 152, 1000 Ljubljana, Slovenia for the 16th IAEE European Energy Conference in Ljubljana, Slovenia.

Booking

Transfer, Accommodation, Technical Tours and Social Tours booking must be done through the online registration & booking form on the Conference Website, available at <https://iaee2019ljublana.oyco.eu>, prior to arrival at the Conference venue. Orders will be handled on a first come, first served basis due to limited capacities. Participants will receive an automatic order confirmation, with all details for chosen services, by email. If you do not obtain a confirmation order in your e-mail, please send an email to iaee@go-green.si to make sure that your order was successful.

The booking is only confirmed after receipt of the total fee by the authorization of credit card payment or payment by bank transfer.

Please, notify any modifications to your booking immediately.

Rates and Payment Conditions

The Transfer, Accommodation, Technical Tours and Social Tours rates and conditions are announced and defined at the Conference Website.

We recommend using the online credit card payment on the Conference Website when registering for the Conference.

Making payment by credit card (MasterCard, Visa):

Thanks to the new procedure of online payments there is no need to worry about the security of your credit card details. To improve the security of transactions and at the same time simplify the purchase procedure for buyers, the two corporations introduced a secure internet operations system based on the 3D Secure software solution. The solution was designed based on an active participation of Visa in the development and was later also adopted by MasterCard. Visa's commercial name of the solution is Verified by Visa (VbV), whilst MasterCard uses the name Secure Code.

3D Secure is a system involving technical specifications and requirements for card issuers, card holders and merchants. In addition to using the widely supported cryptographic Secure Socket Layer (SSL) technology to protect the payment card information during the on-line transmission, the 3D Secure system authenticates all parties to the transaction, which means that the identity of all who are involved in the process is verified, namely the card holder, the merchant (on-line point of sale) and the bank.

1. The buyer, i.e. payment card holder, selects an item on a merchant's web site. By clicking the "Buy" button, the buyer confirms the selection.
2. This activates the Merchant Plug-in (MPI), which sends a purchase request to the Commerce Gateway processing centre.
3. The buyer is redirected to the Hosted Payment Page (HPP), which is located on the server of the processing centre (Commerce Gateway). The user enters the required data (card number,

validity date, CVV2/CVC2) which are sent over a secure (encrypted) SSL connection. The user confirms the entry by clicking the "Pay" button.

4. The Commerce Gateway sends an authentication request including the collected data to Visa or MasterCard, where it is verified if the merchant and the bank that issued the card used for the purchase are registered as 3D Secure.
5. If the issuing bank is registered as 3D Secure, the request is redirected to that bank. Otherwise (if the bank is not on the registered list) the transaction is processed without the card holder authentication (without item 6). This phase protects a merchant registered as 3D Secure from abuse according to the provisions of MasterCard and Visa. This applies even in the case when the buyer cannot be verified.
6. The card issuer conducts an interactive buyer authentication and forwards the result to Visa or MasterCard.
7. Visa or MasterCard sends the authentication response back to the processing centre where the authorisation process (process of acquiring approval of the purchase) is conducted. Upon the authorisation, the validity date, data on potential card blocking and account balance are verified.
8. The processing centre sends the authorisation response to the merchant, which then shows it to the buyer on the final page (online invoice, final page – purchase approved/rejected, purchase details, payment details – date, amount, etc.).

The alternative is a bank transfer in which case all bank charges shall be at the expense of the person authorizing the payment. All payments are made in Euro.

Cancelation

Transfer, Accommodation, Technical Tours and Social Tours Cancellations are allowed, if requests are received on or before May 1st, 2019, but each – even prior to this date - is subject to a non-refundable € 25 administrative fee. Transfer, Accommodation, Technical Tours and Social Tours Cancellations made after May 1st, 2019, as well as 'no shows', are liable for the total amount and no refund will be paid.

The Participant has the right to appoint a substitute (another participant) at any time without additional cost at any time until May 1st, 2019.

All Transfer, Accommodation, Technical Tours and Social Tours cancellations and changes must be submitted in written via email iaee@go-green.si – with indication of full name, invoice number and bank details for reimbursement – Go Green:

Ekoturizem, d.o.o.

Dunajska cesta 152

1000 Ljubljana, Slovenia

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