IIC Policies and General Terms for Registration

Coronavirus COVID-19 Planning + Access information

IIC has convened an operational planning group to address our response to the novel coronavirus (COVID-19). Given the Congress is being held and managed within the UK the group’s policy is to follow the advice from Public Health England (PHE), Health Protection Scotland (HPS), the Foreign & Commonwealth Office (FCO) and the National Health Service (NHS).

The health and safety of our delegates and IIC Congress Edinburgh team is our top priority. It is difficult to know what restrictions on public gatherings/travel etc. will be put in place over the coming weeks and months but based on what we do know, the IIC Edinburgh Congress will be going ahead as planned in November.

We will continue to monitor the situation regularly and to develop health and safety protocols in line with WHO guidelines in order to protect the health and safety of the IIC global community attending the Congress. We will keep registrants informed of any major changes by email and we have flexible policies for registration transfers and refunds.

The Congress will be held in English. All submissions, publications and presentations will be in English.

The venue is fully accessible, and there will live subtitling available. Please let us know any additional accessibility requirements on the registration form to ensure we can best accommodate.

Going Green

IIC is taking positive steps to reduce its carbon footprint and during 2020 we will be introducing policies and practices to help make sure our congress and events do not negatively impact the environment. Whether that’s minimising food miles by choosing caterers with locally sourced menus or reusing lanyards from previous IIC events. A big first step for us is trying to limit the amount of print material we distribute and this year (and for the first time) our Congress preprints will be included within the registration rate as digital downloads through our Conference App.

We will also be working in partnership with other like-minded organisations, such as Julie’s Bicycle, to help measure our carbon footprint for the event. To help render the Congress carbon neutral, we may look to use carbon offset schemes against travel to the Congress in order to reduce emission impacts, for example, by supporting tree planting initiatives and methane capture projects.
Our carbon footprint represents just a small percentage of that from the entire cultural heritage sector, but we hope that we serve as a role model for others, who like us are committed to our field operating in an environmentally responsible and sustainable manner.

**Film, Photography and Livestreaming**

Congress participants are kindly reminded that professional photographers and film crew, contracted by the organisers, will be present at this event taking pictures and video footage. This footage and images may be used, without further notification, and at a later date by IIC within the following materials and media: livestreaming, brochures, newsletters, marketing material, videos, hoardings, and/or as digital images such as those on the IIC website and social media channels. Please contact IIC Office iic@iiconservation.org with any queries.

We are hoping to livestream the main technical programme, we are working out a few infrastructure and technical requirements, but we hope registrations for the livestream will open in June 2020.

**Data and Privacy**

We (IIC) need to collect some personal information from Congress participants to process registrations. This includes name and contact email address, and any dietary and/or accessibility requirements that we are told about. We will only use this personal data to contact you about the Congress beforehand if necessary and to facilitate your attendance at the Congress. You can find out more about how we manage personal data and about your rights in IIC's Privacy notice found in the website footer. We use third-party organisation Eventbrite to process the registration for us. Eventbrite is based in the United States and is registered with the Privacy Shield. You can see how they manage your data in their privacy notice on their website. https://www.eventbrite.co.uk

**Visas, Travel Arrangements and Accommodation**

Congress participants will need to ensure they have the appropriate Visa for travel to the UK and can pay for their own travel arrangements and accommodation.

A letter of invitation from the IIC Secretary General on behalf of the Local Organising Committee to attend the IIC Edinburgh Congress 2020 is only available to invited keynote speakers and to those congress participants who have completed the registration process and made full payment.

If for some reason a Visa is not obtained the registrant may substitute, by arrangement with the IIC Office, someone else to attend in their place. It is advisable to start the visa application process in due time before the Congress. **Important note for failed visa applications:** notification must be received by IIC in writing (email or fax) no later than 30
(thirty) working days before the Congress starts for transfers or refunds to be eligible. Cancellations received after this cut-off time will no longer be eligible for refund.

Transfer, Cancellation and Refund Policy

If a registrant is unable to attend the Congress for any reason they may substitute, by arrangement with the IIC Office, someone else to attend in their place.

Transfers: You can transfer your registration to another person or to a different registration type up to 30 days before the start of the Congress and we are happy to refund the difference for transfers to lower priced registrations. There is a £10 transfer fee on all requests. IIC is not able to transfer registrations between IIC events or future Congresses currently. Please contact the IIC Office if you have any questions on iic@iiconservation.org

Where the registrant is unable to attend, and is not in a position to transfer his/her place to another person, then the following refund arrangements apply:

1. Registrations cancelled more than 30 days before the event are eligible for a 80% refund of the registration fees paid – this is to cover processing fees and administrative costs.
2. Registrations cancelled less than 30 days before the event are no longer eligible for a refund.

Important note for failed visa applications Notification must be received by IIC in writing (email or fax) no later than 30 (thirty) working days before the Congress starts for refunds to be eligible. Cancellations received after this cut-off time will no longer be eligible for refund.

In the event that printed proceedings have been ordered and the registrant is unable to attend, additional postage charges will be applied before the preprints will be dispatched.

Refunds will be made in the following ways:

1. For payments received by credit or debit cards, the same credit/debit card will be refunded.
2. For all other payments, a bank transfer will be made to the payee nominated account.

Important: For payments received from outside the UK by bank transfer, the refund will be made by bank transfer and all bank charges will be for the registrants account.

Eventbrite processing fees will be retained when an order is refunded by them, unless the event is cancelled.
If the Congress is cancelled or postponed by the Organisers, refunds will be for the entire registration fee—that includes the registration fee and the Eventbrite processing fees.

**Code of Conduct – Policy Statement**

At the International Institute for Conservation of Historic and Artistic Works (IIC) we strive to create a warm and welcoming environment for all. Our code of conduct applies to staff, Council members and other volunteers, consultants working for the IIC, service providers as well as to IIC Fellows, members, guests and participants attending our events or accessing our services.

IIC recognises its responsibility to create an inclusive culture that does not tolerate inappropriate, discriminatory, offensive or harmful behaviour towards any person who works for, volunteers with, is a member of, or comes into contact with the Institute.

We also strive to make IIC, both in terms of its events, meetings, office and all other services, a place where people’s wellbeing and mental health are valued and promoted, so that anyone working at the IIC or coming into contact with the Institute is encouraged to value and invest in their own health and wellbeing.

**IIC:**

- Stands against bullying, intimidation, harassment, discrimination or victimisation in any of its activities.
- Encourages a culture that supports the reporting and resolution of allegations, suspicions or concerns about abuse of any kind of inappropriate behaviour.
- Ensures that anyone working or volunteering for the IIC understands the expectations placed upon them, and provides support including any relevant training to assist them in meeting their responsibilities.
- Ensures that anyone who works or volunteers for the IIC, or accesses its services, can access appropriate support and advice if they experience or witness unacceptable behaviour, raise a concern or make an allegation about the actions of others if they don’t feel safe.

IIC staff, volunteers (including Council members), members and participants who access our services are requested to:

- Communicate and respect boundaries, bearing in mind that they are different for everyone
- Keep any physical contact safe and socially appropriate
- Speak up if something makes you uncomfortable, or if you notice another participant may be uncomfortable
- Listen with an open mind if somebody else speaks up
- Behave with integrity

If you have any questions, feedback on this policy please get in touch with IIC on iic@iiconservation.org or through the contact form on the IIC Website at www.iiconservation.org

These policies as stated are valid from 12 March 2020.