

IIC Policies and General Terms for Registration

These policies as stated are valid from 12 March 2020.

- Amended on 30/03/2020 to reflect changes to Data and Privacy terms applied in administering the registration process.
- Amended on 30/06/2020 to reflect changes to the physical event moving online, with removal of travel and visa conditions, and introduction of Community Guidelines to support online participation.

Coronavirus COVID-19 Planning + Access information

IIC 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).

With months of lockdown, reduced and restricted travel, social distancing and uncertainly it was inevitable that our congress would need to go largely online. We have updated our policies and general terms for registration as a result to make sure access and participation in our online Congress is inclusive and as accessible as possible.

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 with presentations transcribed into English. All submissions, publications and presentations will be in English.

Please let us know any additional accessibility, including digital access 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 organising including our events, do not negatively impact the environment. 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 platform.



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 activities 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, Web- and livestreaming

Congress participants are kindly reminded that our media partners including AV technicians, contracted by the organisers will be organising this event including managing recordings and live broadcasts as well as Q&A sessions.

This footage and images may be used, without further notification, and at a later date by IIC within the following materials and media: web-streaming and livestreaming, brochures, newsletters, marketing material, videos, hoardings, and/or as digital images such as those on the IIC website and social media channels.

We are hoping to web-stream the main technical programme through a Congress platform – registrants will be given access to the platform to preview papers and posters during October 2020, ahead of the main Congress week 2 – 6 November 2020.

Please contact IIC Office iic@iiconservation.org with any queries or concerns should you not wish to be included in the any live Q&A Sessions or online recordings, or to make this known on your registration form.

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 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 online for 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:

<https://www.iiconservation.org/privacy>

We use a third-party organisation Eventbrite to process registrations 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>

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. 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.

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.

If the Congress is **postponed by the Organisers** and the registrant is not able to transfer to another registration type or person then a refund will be processed for the registration fee.

In the unlikely event the Congress is **cancelled by the Organiser**, registrations will be refunded.

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, including online, 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

Community Guidelines

IIC has introduced guidelines for our IIC Community to support online participation and sit alongside the Code of Conduct policy statement above. A copy of the guidelines can be viewed on the IIC website [here](#).