

## IIC Policies and General Terms for Registration

### Access information

The health and safety of our delegates and IIC Congress team is our top priority. It is difficult to know what restrictions on public gatherings/travel etc. could be put in place at short notice but based on what we do know at present (January 2024), the IIC Lima Congress will be going ahead as planned in September.

We will continue to monitor the situation regularly with our colleagues and LOC in Lima and 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 and our aim is to support translation into Spanish for technical sessions and key content. All submissions, publications and presentations will be in English with selected translations to be made available in preferred languages for in-person 'Local Live Hubs' in Argentina, Brazil, Colombia, Chile, and Uruguay alongside the four 'Virtual Live Hubs' covering Africa, Asia-Pacific, Europe and North America through the use of AI translation for online content and sessions.

The venue at the [UTECH](#), Universidad de Ingeniería y Tecnología, Jr. Medrano Silva 165, Barranco 15063, Lima, Peru is fully accessible, and there will live subtitling available.

Please let us know any additional accessibility requirements by contacting the IIC Office [iic@iiconservation.org](mailto:iic@iiconservation.org) to ensure we can best accommodate.

### Going Green

IIC is taking positive steps to reduce its carbon footprint and during 2024 we will be introducing further 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 change for us is trying to limit the amount of print material we distribute and again our Congress Proceedings will be DIGITAL ONLY.



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 where this cannot through local public transport 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 AV technicians, contracted by the organisers, will be present at this event. We are aiming to livestream the main elements of the programme including the Q&A sessions from the venue as well as through the online recordings.

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](mailto:iic@iiconservation.org) with any queries.

## **Data and Privacy**

We (IIC) need to collect some personal information, including from the Institution or University registering their staff, students or researchers, attending the Congress online or in-person in order to process registrations and provide access to the Congress platform. This includes name, role and contact email address for individuals, and any special accessibility requirements that we are told about. We will only use this personal data to contact the individual about the Congress, to do this we will need to share this information, including your name and contact details, with the local organising committee in Wellington, in order to facilitate the individual's attendance to the Congress online or in-person.

A delegate list of all registered in-person attendees including names and contact registration emails will be shared at the event in Lima. If you do not want your name or contact email on the delegate list please contact the IIC Office, [iic@iiconservation.org](mailto:iic@iiconservation.org) to notify us of the request by 16 September 2024.

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 or [here](#)

All policies and general conditions for registration are available as digital downloads on the IIC website.

We use a third-party organisation Ticket Tailor to process registrations for us.

## **Visas, Travel Arrangements and Accommodation**

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

A letter of invitation from the IIC Secretary General or Chair of the Local Organising Committee to attend the IIC Lima Congress 2024 is only available to invited 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) no later than 30 (thirty) working days before the Congress starts for transfers or refunds to be eligible.

## **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.**

**IIC and the Local Organising Committee (LOC) are not liable for any accommodation or travel costs incurred by delegates.**

**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](mailto: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) 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.

**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 applied to the registrants account.

If the Congress is **postponed by the IIC or Local Organising Committee** and the registrant is not able to transfer to a different date, then a refund will be processed for the registration fee.

If the Congress is **cancelled by the IIC or the Local Organising Committee**, registrations will be refunded. **The IIC and the Local Organising Committee are not liable for any accommodation, travel or subsistence costs incurred by the registrant(s), and the registrant(s) is advised to take out their own insurance provision to cover any such costs.**

## **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](mailto:iic@iiconservation.org) or through the contact form on the IIC Website at [www.iiconservation.org](http://www.iiconservation.org)

**These policies as stated are valid from 18 January 2024.**

**Dates for confirming delegate list and registration were amended on 9 September 2024.**