

Registration Information

Category	Duration	Early Rate (payment received by 20 July 2012)	Standard Rate (payment received after 20 July 2012)
Delegate 1	Full Event 1 day	€ 1140 (€ 950 + VAT) € 660 (€ 550 + VAT)	€ 1440 (€ 1200 + VAT) € 876 (€ 730 + VAT)
Exhibitor / Sponsor Delegate 1	Full Event	€ 1020 (€ 850 + VAT)	€ 1200 (€ 1000 + VAT)
Speaker / Moderator 2	Full Event 1 day	€ 960 (€ 800 + VAT) € 576 (€ 480 + VAT)	€ 960 (€ 800 + VAT) € 576 (€ 480 + VAT)
Student Delegate 3 (Fee excludes lunch & refreshments)	Full Event 1 day	€ 300 (€ 250 + VAT) € 120 (€ 100 + VAT)	€ 300 (€ 250 + VAT) € 120 (€ 100 + VAT)
Austrian Public Sector 4	Full Event 1 day	€ 876 (€ 730 + VAT) € 528 (€ 440 + VAT)	€ 1080 (€ 900 + VAT) € 648 (€ 540 + VAT)
Journalist / Media 5	Full Event 1 day	Free of charge Free of charge	Free of charge Free of charge
Developing Countries 6	Full Event	€ 720 (€ 600 + VAT)	€ 840 (€ 700 + VAT)
Accompanying Person 7	Full Event	Free of charge	Free of charge
Exhibition Visitor 8	Full Event 1 day	Free of charge Free of charge	Free of charge Free of charge
Gala Dinner	24 October	€156 (€130 + VAT)	€156 (€130 + VAT)

N.B. Full Event denotes 5 days: Monday 22nd October to Friday 26th October 2012 inclusive

Registration includes

The Congress registration fee includes entry into the Congress sessions on the day(s) selected, all Congress documents and CD-ROM, light lunch and refreshments on the day(s) selected (except for Student Delegates), as well as entrance to the Opening Ceremony. The ticket also includes entry into the Exhibition for its duration and the 'Interactive Sessions'. Please note that the Congress registration fee does not include the Gala Dinner or Accommodation.

(1) Delegate & Exhibitor / Sponsor Delegate

As a delegate, you are entitled to attend all Congress sessions and the Exhibition (including the outdoor demonstration area and Interactive Sessions) on the day(s) selected. Registration also includes the delegate bag, proceedings' CD-ROM, light lunches and refreshments.

To qualify as an exhibitor or sponsor delegate you must be attending on behalf of an exhibitor or sponsoring company and your company name on your badge must be the same as the contracted company.

(2) Speaker / Moderator

As a speaker and / or moderator you are entitled to attend all Congress sessions and the Exhibition (including the outdoor demonstration area and Interactive Sessions) on the day(s) selected. Registration also includes the delegate bag, proceedings' CD-ROM, light lunches and refreshments. Speakers and / or moderators must register through the website at www.itsworldcongress.com. Paper or session numbers will be requested at registration. One speaker per paper and / or presentation is entitled to this discounted rate.

(3) Student Delegate

As a student, you are entitled to attend all Congress sessions and the Exhibition (including the outdoor demonstration area and Interactive Sessions). Registration also includes the delegate bag and proceedings' CD-ROM. Students must register via the website at www.itsworldcongress.com. A faxed or scanned copy of your student card or official letter from your university must be sent on the date of your registration to validate the booking and confirming that you are a full time student. This should be sent to Rachel Gardner at r.gardner@hgluk.com or by fax to +44 (0)20 7973 6600. Students will need valid ID at the time of registration and this ID must be presented when collecting badges onsite. The organisers reserve the right to refuse entry to any registration that does not adhere to these requirements.

(4) Austrian Public Sector

The Austrian Public Sector ticket entitles you to attend all Congress sessions and the Exhibition (including the outdoor demonstration area and Interactive Sessions) on the day(s) selected. Registration also includes the delegate bag, proceedings' CD-ROM, light lunches and refreshments.

Austrian Public Sector attendees are entitled to a discounted rate. Employees of all central government, local authorities and publicly funded corporations are eligible for this discount. The organisers reserve the right to request identification to prove eligibility for this discount at any time.

(5) Journalist / Media

Members of the press are invited to attend the Congress free of charge. Press registrations should be made online at www.itsworldcongress.com. A faxed or scanned copy of your press ID must be sent on the date of your registration to validate the booking. Please send this to: Rachel Gardner at r.gardner@hgluk.com or fax to +44 (0)20 7973 6600. Members of the press will need valid press ID at the time of registration and this ID must be presented when collecting badges onsite. The organisers reserve the right to refuse entry to any registration that does not adhere to these requirements.

Press must select the day(s) that they wish to attend and indicate if they will be attending the Exhibition and / or Congress.

A press centre is located between the Congress centre and exhibition Hall B. Free internet is available.

(6) Developing Countries

To qualify for this ticket, you must reside in one of the countries listed on the Developing Countries list on the website, www.itsworldcongress.com. For any queries regarding this category and whether you qualify, please contact Rachel Gardner on r.gardner@hgluk.com

(7) Accompanying Person

To qualify as an Accompanying Person you must be attending with your spouse or partner and not be involved in the ITS industry. This ticket entitles you to attend the Exhibition for the duration, the Opening and Closing Ceremonies and the Welcome Reception following the Opening Ceremony. If you are involved in the ITS industry, please register as an Exhibition Visitor which allows the same entitlements.

(8) Exhibition Visitor

This entitles you to attend the Exhibition and outdoor demonstration area for the duration of the event. Please note that this registration category does not allow you to participate in the Congress sessions. Pre-registered visitors will be entitled to a free of charge ticket. Onsite registrations will be charged €25.

To register as an Exhibition Visitor, please use an Exhibition Visitor ticket. To request one, email k.coates@hgluk.com or register via the website at www.itsworldcongress.com

Registration will be open from 1st May 2012.

Group bookings and discounts

A group booking constitutes a booking of 10 or more paying Congress attendees and is at the discretion of the organisers. Group discounts are only available by contacting the account manager Richard Baker on Tel: + 44 (0) 207 973 6678 or by email: r.baker@hgluk.com. To qualify for the discount, all delegate names and details must be given at the time of booking. Group registration (10+ registrations made in one transaction only) entitles you to a 10% discount. Attendees that have already registered are not permitted to cancel and rebook under a group discount.

Registration Procedure

Registrations should be made via the congress website:

www.itsworldcongress.com/registration

Enquiries

- For Congress registration enquiries, contact Rachel Gardner, Tel: +44 (0)20 7973 4617 or r.gardner@hgluk.com
- For Exhibition registration enquiries, contact Alla Melnychuk, Tel: +44 (0)20 7973 6655 or a.melnichuk@hgluk.com
- For payment enquiries, contact Richard Baker, Tel: +44 (0)20 7973 6678 or r.baker@hgluk.com
- For visa letter request, contact Rita Michlits, Tel: +43 1 26 33 44443 or rita.michlits@austriatech.org

Onsite Registration and Opening Times

Congress badges will not be sent out before the event. Please ensure you bring your email confirmation with you when you register. For all paid registrations, an email containing your e-badge bar code will be emailed to you approximately 2 weeks before the event. This will enable you to register at the fast track registration terminals onsite.

The Congress registration will be held in Foyer of the Congress Centre situated at **Entrance A** of the Messe Wien Exhibition & Congress Centre.

To avoid queuing at the event, delegates are reminded to utilise the early registration, which will take place from 14.00 on Sunday 21 October 2012 and from 09.00 on Monday 22 October 2012.

Please note that new on-site registrations are recommended at this time.

	Congress Registration	Exhibition Registration
Sunday 21 October 2012	14.00 – 18.00	14.00 – 18.00 (<i>Exhibitors only</i>)
Monday 22 October 2012	09.00 – 18.00	11.00 – 18.00 (<i>Exhibitors only</i>)
Tuesday 23 October 2012	08.00 – 17.30	08:00 – 17.30
Wednesday 24 October 2012	08.00 – 17.30	08:00 – 17.30
Thursday 25 October 2012	08.00 – 17.30	08:00 – 17.30
Friday 26 October 2012	08.00 – 14.00	08:00 – 13.00

Terms and conditions

Registration fees:

The Congress registration fee includes entry to the Congress sessions on the day(s) selected, congress bag, documents and CD-ROM, light lunch and refreshments on the day(s) selected. It also includes entry into the Exhibition for its duration, entry to the Opening Ceremony and Reception, as well as the Welcome Reception and Closing Ceremony.

Early and standard payment rates

For all bookings made and paid before 20 July 2012 a discounted 'early payment' rate applies. After this date the increased 'standard payment' rate is applicable to all bookings. This fee structure means that unless credit card payment is made online at the time of completing the registration, all invoices will display the late payment rate irrespective of when the booking is made. A note on all invoices will advise on the amount that can be deducted from the total displayed if full payment is received before 20 July 2012. Part-credit notes are available on request if they are required for accounting records. Please note: These will be issued during the week commencing 29 October 2012. To request your credit note, email accountsonline@hguk.com. You must include your invoice number on the email.

VAT reclaim (Value Added Tax)

Visitors from overseas are entitled to reclaim the 20% VAT paid on many of their costs. VAT is charged on a wide range of goods and services including delegate costs in Austria and other common market (EU) countries. This includes trade shows and conferences, restaurants, business entertaining, telecommunications, hotels and many more items. To be entitled to do this, you must keep all foreign invoices.

For more information, please contact: + 44 (0)1962 735350 or email peter.bradshaw@thevatconsultancy.com

Further details can be found at www.thevatconsultancy.com

Please note that the organisers take no responsibility for claiming VAT back on behalf of attendees.

Payment information

Payment is required in full before the event. Payment should be made either by debit/credit card or bank transfer.

The following credit and debit cards are accepted: Visa, Eurocard/Mastercard, American Express or Maestro.

Please make bank transfers to the following bank account:

Bank Name and Address:	HSBC Bank 117 Great Portland Street, London W1W 6QJ, United Kingdom
Account Name:	Hemming Group Limited
IBAN:	GB84 MIDL 4005 1539 9767 29
Sort Code:	40 – 05 – 15
Account Number:	39976729
BIC:	MIDLGB22

Please quote the invoice number, your company name and the delegate name on all remittances by bank transfer.

The Hemming Group Ltd reserves the right to refuse admission if payment is not received at least one week before the Congress opens.

Registration confirmation

You will always receive confirmation of your registration, joining instructions and a VAT invoice via email. If you do not receive this within a week of registering, please contact the organisers on +44 (0)20 7973 4617 to ensure your registration has been received. For registrations made after 5th October 2012, please call to confirm that places are available and your booking has been received.

Delegate confirmation

Upon receipt of your booking form, your registration will be confirmed. Cancellations for the Congress, social events, Technical Visits or tours will not be accepted after **14 September 2012** and must be received in writing by the ITS Registration Secretariat (Rachel Gardner, r.gardner@hgluk.com). After this date, no refunds will be made but substitutions are welcome. Before this date, an administration fee of 120 € (100 € + VAT) will be charged. Please ensure the delegate name, invoice number and company is quoted on all correspondence. This booking form constitutes a legally binding contract. It may be necessary for reasons beyond the control of the Hemming Group Ltd to change the content, timings, the date and venue. In the unlikely event of the programme being cancelled The Hemming Group Ltd will automatically make a full refund but disclaim any further liability.

Technical Visits and Gala Dinner

The Technical Visits and the Gala Dinner are organised by the Austrian Organising Committee. All requests for information and communications in connection with these aspects of the event should be directed to Rita Michlits at rita.michlits@austriatech.org. The Hemming Group Ltd is acting as an agent for the Austrian Organising Committee solely in the administration of registrations and collection of payments relating to the above activities.

Data protection

In accordance with the data protection act unless otherwise stated, your job title/company will be used in marketing material for this event. If you do not wish your details to appear please email w.broadfoot@hgluk.com