

## smartcities & sport

### general terms and conditions

#### registration cancellation policy

Cancellations must be made in writing to [info@smartcitiesandsport.org](mailto:info@smartcitiesandsport.org) and is valid only with acknowledgement of receipt by the team of the smartcities & sport summit.

The registration fees are refundable for specific periods listed below :

- **By 25 September 2025:** 100% of refund\* for on-site registration
- **After 25 September 2025:** No refund
- **Online registration cannot be refunded**

*\*When a full refund has been accepted by the smartcities & sport summit, a fee of CHF 100.- will be deducted for administrative costs and bank fees.*

Please note that all reimbursements will be made after the summit.

#### name change

If a participant is unable to attend smartcities & sport summit due to unforeseen circumstances, they can request a transfer of their pass to another individual at no additional cost until **25 September 2025**. After this date, delegates will be charged for name changes at an additional cost of CHF 100.-

#### hotel guarantee and cancellation policy

Please note that the credit card information is only requested as a deposit and will only be charged in case of late cancellation or no-show. Rooms cannot be booked without providing credit card information.

**Cancellations** must be made in writing to: [info@smartcitiesandsport.org](mailto:info@smartcitiesandsport.org)

In case of cancellation, the following terms will apply:

- **Prior to 21 days before your arrival date:** no cancellation fee
- **20-5 days before your arrival date:** 100% of the 1st night will be charged to your credit card.
- **Less than 5 days before arrival date:** in case of late cancellation or no-show, the full cost of the booking will be charged to your credit card.

#### Rates

Hotel rates are quoted on a per room and per night basis and includes breakfast. The city tax per person and per night is excluded.

#### For any assistance, please contact:

SMARTCITIES & SPORT SUMMIT  
Escaliers du Marché 2  
PO Box 6904  
CH – 1003 Lausanne

Ms. Marie Jeanningros  
Event Coordinator  
+41 21 315 24 49

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