

## ORDERING

### 1. Internet : 24h/24h, 7 jours sur 7

<http://www.edqm.eu/site/Events-253.html>

Online registration now possible for certain events. Click on the icon 'Events - Register online' that appears on each page of the Events section of the site.

Enter your account login and password. If you do not have an account, you will need to open one before continuing. Please note this is not the same as your HelpDesk/Publications/Online store login and password.

Once you have entered these details, click on the button 'Log in'. Select the event you would like to register for and click on 'Continue'. Complete the electronic registration form. Please ensure all fields are filled in before clicking on the button 'Validation'. A separate registration should be completed for each participant.

### 2. E-mail: The relevant registration (Word) form that appears on the specific events/conference page should be downloaded, filled in and returned to the Public Relations Division via the EDQM Helpdesk.

A separate form should be completed for each participant. All information requested on the registration form is necessary and used only for the organisation of the event.

### 3. Fax : As e-mail but send the relevant registration form to the Public Relations Division at. **+33 (0)3 88 41 27 71.**

### 4. By post As e-mail - but send the relevant registration form for the attention of the Public Relations Division to EDQM - Council of Europe, 7 allée Kastner, CS 30026, 67081 STRASBOURG, FRANCE.

## NOTE:

**PLEASE DO NOT RE-SEND AN ORDER YOU HAVE PREVIOUSLY SENT**

**WE NOT ACCEPT ORDERS BY TELEPHONE**

## General

Please ensure any order clearly indicates:

- details of the Invoicing/Billing address including name of company, post code, town, country and telephone number;
- details of the full Delivery/Dispatch address (if different) Please note STREET ADDRESS ONLY, no P.O. Boxes;

- contact name, telephone number, fax number and e-mail address: an e-mail address is required for order confirmation and shipping notification purposes;
- VAT number (mandatory within the European Union);
- your order reference/purchase order reference and the participant's name; and
- the item and quantity you wish to order.

## PRICES/REGISTRATION FEES

See each event for details

The registration fee includes all training documents, lunch(es) and coffee break(s). The cost of the hotel and travel is not included in the registration fee.

**Reduced rates** The reduced rate applies for PERMANENT staff from: Public research and development laboratories, universities, public and/or non-profit organisations and national authorities.

## AVAILABILITY

Places are limited so early registration is advised. See section "how to order" If you would prefer to contact us by telephone, please contact Conferences at:

Tel: +33 3 88 41 30 30 (option 4);

Fax: +33 3 88 41 27 71

## ORDER/REGISTRATION CONFIRMATION

Once we receive your registration you will receive written acknowledgement of receipt confirming your registration for the event (if places are available). Further information on the event will be sent to you by post and email

If you do not receive acknowledgement within one week after sending in your registration form, please contact the Public Relations Division via the HelpDesk.

The Sale become final after the transaction has been confirmed by e-mail order confirmation from the Sales Section and the invoice issued by post. The data recorded by the Council of Europe (EDQM) constitute the proof of all contractual and financial transactions between the Council of Europe (EDQM) and its customers.

The Council of Europe (EDQM) reserves the right not to register an order for any reason, in particular in connection with problems with supply of goods, problems with the order or unpaid invoices for any EDQM product.

## How to order Events and Conferences



### **CANCELLING OR MODIFYING YOUR ORDER**

If you need to amend or cancel your registration please send details to the Public Relations Division via the HelpDesk:

- cancellation up to one month prior to the event, 80% of the registration fee will be refunded. If the registration fee is still outstanding, 20% is still due.
- WITHIN one month of the event, NO FEES are refunded. If the registration fee is still outstanding, 20% is still due.

Substitutions are acceptable at any time - In this case, please send the registration form of the substitute person to the Public Relations Division.

In the case of "no show", the registration fee will NOT be refunded

### **CAN I GET A QUOTATION OR PRO FORMA BEFORE ORDERING?**

We do not provide quotations or proforma invoices on request for events and conferences.