*Disclaimer: the provisions below are free of obligation and are provided with the sole intention to bring a number of legal requirements with regard to the set-up of an online shop to the merchant's attention and to serve as a source of inspiration for drawing up the general terms and conditions for use of the online shop. The information below should not be regarded in any way as complete legal advice. It involves general provisions that must be adapted to each merchant's specific situation and his/her online shop. It is, therefore, also the merchant's responsibility to ensure that he/she is in compliance with the applicable legislative requirements and to seek legal advice in this regard (especially if financial services are being offered). KBC Bank NV assumes no liability in this regard.*

# General terms and conditions RBSPS

## Last adaptation: 13 October 2020

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## ****Clause 1 Identity of the vendor****

We are:

The Royal Belgian Society for Plastic Surgery

Established in 1050 Brussels, Kroonlaan 20 av. de la Couronne

Email address: info@rbsps.org

Company number: 0408.575.975

VAT-number: BE0408.575.975

## ****Clause 2 Applicability and conditions****

1. Our terms and conditions are applicable to every offer from us as a webshop to you as Consumer (every natural person who purchases or uses a service made available on the market).
2. To be able to place an order, you must above the age of 18. If you are younger than 18, we ask you to let a parent or legal guardian place your order. If it comes to our attention that an order is made by a minor, we reserve the right to decline your order.
3. Placing an online order on the website constitutes a formal acceptance of our terms and conditions, which are always available through our website.
4. If you ordered online, we provide you in addition and together with the order confirmation a copy of these terms and conditions in a format that you can save or print. We moreover recommend that you always do this.
5. If in addition to these terms and conditions, additional special conditions apply, the above applies also to those special conditions. You as consumer can always invoke to your advantage the most preferential text if our terms and conditions would be contrary to the above special conditions.

## ****clause 3 our offer and your order****

1. We explicitly state in our offer when the latter is only valid for a constrained period of time or is subjected to specific conditions.
2. We always describe as complete and accurate as possible what we sell to you as well as the course of our delivery process. The description is in any case sufficiently detailed to allow you to make a proper assessment. If we make use of graphics, they are a true reflection of the offered goods and / or services. However, to err is human and if we are clearly mistaken, we are not obliged to deliver to you.
3. Your order is complete and the contract between us is final once we confirm your order by mail and regarding your payment made by credit or debit cards, as soon as we receive approval from the issuer of your card. We accept Visa, Mastercard, Bancontact. Should the issuer of your card refuse to agree on your payment to us, we cannot be held responsible for any delays in the delivery and/or non-delivery of your order. Orders without valid payment by name of the registered cardholder will not be accepted or processed.
4. In order to purchase your online entrance ticket, you add it to your shopping basket. Afterwards you submit your contact details and billing data. In the final step you are led to an overview page, you accept our terms and conditions and you confirm your payment by pressing the ‘Buy Now’ button, with the caption “order with payment”. If you have completed these steps, your purchase becomes final.

## ****clause 4 Right of withdrawal****

1. If you buy entrance tickets from us, you have the right to decide that you do not want to participate to our event and request a refund until 7 days before the event. Within 14 days after reception of your returned order or your indication that you wish to forgo the agreement, we will pay you back the full purchase price, by the same means of payment which you utilised for the purchase.
2. In order to exercise your right to withdrawal quickly and correctly in case of delivery of services, you can fill out the form below and send it to secretary@rbsps.org*.* We will send you an acknowledgement of your withdrawal by email.

“MODEL WITHDRAWAL FORM”

(Only fill out and send this form if you wish the withdrawal the agreement) - *To the Royal Belgian Society for Plastic Surgery, Kroonlaan 20 av. de la Couronne, 1050 Brussels, info@rbsps.org:*



## ****Clause 5 Price****

1. During the period we mention in our offer, our prices do not change..

## ****Clause 6 Payment****

1. We only accept advance payment through our website using the payment methods indicated there.
2. In order to guarantee safe online payment and the safety of your personal data, the transaction data will only be wired while encrypted with SSL technology. In order to make payments with SSL no special software is required. You recognize a safe SSL-connection by the “lock” in the bottom status bar of your browser.

## ****Clause 7 Delivery and execution****

1. All services are delivered to the e-mail address provided by you when ordering.
2. Deliveries are made by e-mail immediately after your payment.

## ****CLAUSE 8 Force majeure****

1. In case of force majeure, we are not obliged to fulfil our obligations. In that case we may either suspend our obligations for the duration of the state of force majeure or definitely repudiate the agreement.
2. Events of force majeure are all circumstances external to our will and control that render the respect of our obligations completely or partly impossible. Such events include amongst others strikes, fire, disruption of energy supplies or telecommunication networks or communication systems and/or the temporary down-time of the webshop,…

## ****Clause 9 Intellectual property****

1. Our website, logos, texts, photographs, names, and in general all our communications are protected by intellectual property rights either belonging to us or our suppliers or other claimants.
2. It is forbidden to use and/or change any of the intellectual property rights as described in the present clause. So you may not copy nor reproduce for example drawings, photographs names, texts, logos, colour combinations, etc. ...without our prior written and explicit consent.

## ****clause 10 Complaints procedure and conflicts****

1. We do hope that all our participants are always 100% satisfied. If nevertheless you would have complaints concerning our services, please do not hesitate to contact us at info@rbsps.org. We will do the utmost to deal with your complaint within 7 days.
2. All contracts we conclude with our customers are, regardless of their place of residence, exclusively governed by Belgian law. Only the courts of Belgium are competent to adjudicate with disputes arising out of or connected to these contracts. If as a result of international law the law of a different country applies, the interpretation of the current terms and conditions will in the first instance be done in accordance to the Belgian Law on Market Practices and Consumer Protection.