

General Terms and Conditions

Definitions

These Terms & Conditions for delegates apply to every person registering as a regular delegate for the The IWA Digital Water Summit 2026, to be held in Istanbul, Turkey from 24-26 November 2026 ,organized by National Research Center on Membrane Technologies of Istanbul Technical University.

All references to a date or a deadline, mentioned in these terms and on other symposium documents, refer to the Istanbul Time Zone (UTC +03:00).

Symposium Fees

The reduced registration fees are only applicable if they have been **paid to the symposium account before** the according deadlines are over. Registering without performing an actual payment will automatically set your balance to the **higher fee applicable on-site**.

The deadlines are as follows:

Early fee deadline	: 1August- 30 September 2026
Regular fee deadline	: 1 October- 23 November 2026
On Site fee	: 24-26 November 2026

Symposium Registration

Only fully completed online registrations will be accepted. An invoice will be sent after the receipt of your registration, and a confirmation of payment will be sent upon receipt of payment in full. If full payment is not received before the specified deadline (within 2 days for bank transfers), the registration will be considered invalid.

To be able to register as a student, individuals must present proof of fulltime enrolment at a recognized university or college or an according programme (i.e. student ID, confirmation of head of department, etc.) either by uploading their student ID during registration or by sending the ID via email immediately after completing the registration or during the on-site registration process.

The registration fee includes entry to all symposium sessions, corporate satellites, the exhibition and poster area, the networking mixer, the opening session and the closing session, provided that sufficient seating space is available. Please note that the security personnel of the symposium centre are responsible for granting or denying access to symposium halls in case of overfilling, according to room capacities and national legislation. The symposium organizer cannot guarantee available space in every session.

The symposium organizers cannot guarantee that a symposium bag and other symposium materials will be available for late registrations. All symposium materials will be distributed on-site. If the maximum delegate capacity is reached, the symposium organizers reserve the right to refuse additional registrations.

The registration fees include 20% of Turkish VAT.

Registration Confirmation/Receipt

A registration confirmation/receipt will be sent by email after the online registration, a related payment and any necessary documents have been received by the registration department. Delegates may be requested to present this registration confirmation/receipt at the registration counter as proof of their registration and payment.

Methods of Payment

Payments must be made in advance via credit card or bank transfer.

All bank fees and money transfer costs must be borne by the sender. Any remaining balance will be collected on site. Please indicate the invoice details along with the registration number and the delegate's full name as a reference on all bank transfers. Participants selecting Bank Transfer must complete their payment within 2 days and send the receipt to 'digitalwatersummit2026@diyalog360.com.tr'. Otherwise, their registration will be considered invalid.

Cancellation Policy

Notice of cancellation (e.g. in case of sickness, lack of funding or any other personal reasons) must be made in writing by email to digitalwatersummit2026@diyalog360.com.tr

The notification must include all relevant information regarding the bank account to which a possible refund may be remitted. The cancellation will not be effective until a written acknowledgement from the ITÜ organizing committee (digitalwatersummit2026@diyalog360.com.tr) is received.

Registration fees may be refunded as follows:

Written cancellation received:

No Fund for a "NO SHOW" Registrant.

before October 31st, 2026

A full refund will be issued after the deduction of an administrative fee of 50 EUR.

after November 1st, 2026

no refund

The date of the email receipt date will be the basis for considering refunds. Please indicate your bank details on your written cancellation. Refunds will be made after the symposium.

In the case of over-payment or double payment, refund requests must be made in writing and sent to the organizing committee (digitalwatersummit2026@diyalog360.com.tr), by email.

No refunds will be granted for unattended events or early termination of attendance, in case of cancellation of speakers, lack of space in the symposium room or any other incidents during the symposium, which are beyond the control of the symposium organizers.

By registering to the The IWA Digital Water Summit 2026 participants agree that neither the organizing committee nor the symposium organizer assume any liability whatsoever. Participants are requested to

make their own arrangements for health and travel insurance. The symposium fee does not include insurance. Cancellations made after the deadline (November 1st, 2026) cannot be refunded for any reason.

Cancellation of the Symposium

In the event that the symposium cannot be held or is postponed due to events beyond the control of the symposium organizers (force majeure) or due to events which are not attributable to wrongful intent or gross negligence of the symposium organizers, the symposium organizers cannot be held liable by delegates for any damages, costs, or losses incurred, such as transportation costs, accommodation costs, costs for additional orders, financial losses, etc.

Under these circumstances, the symposium organizers reserve the right to either retain the entire registration fee and to credit it for a future symposium, or to reimburse the delegate after deducting costs already incurred for the organization of the symposium and which could not be recovered from third parties.

Modification of the Programme

The symposium organizers reserve the right to modify the programme. No refunds can be granted in case of cancellation of speakers, lack of space in the symposium room or any other incidents during the symposium which are beyond the control of the symposium organizers.

Lost Name Badge

The symposium name badge must be worn at all times during the symposium. Access to the symposium venue will not be granted without the name badge issued by the symposium organizer. If a delegate loses, misplaces or forgets the name badge, a handling fee of EUR 50.- will be charged for a new name badge. Upon handing out a new name badge, the lost badge will be deactivated and become invalid.

Letter of Invitation

Individuals requiring an official Letter of Invitation from the conference organizers can request one by contacting the organizing committee. To receive a Letter of Invitation, delegates must first register to the symposium and submit any necessary data, as stated on the online form.

The Letter of Invitation does not financially obligate the symposium organizers in any way. All expenses incurred in relation to the symposium, the registration and the attendance are the sole responsibility of the delegate.

Visa Requirements

It is the sole responsibility of the delegate to take care of his/her visa requirements. Delegates who require an entry visa must allow sufficient time for the application procedure. Delegates should contact the nearest Turkish embassy or consulate to determine the appropriate timing of their visa applications. The symposium organizers and/or the organizing committee will not directly contact embassies and consulates on behalf of visa applicants.

Turkish embassies and consulates-general are independent decision-making agencies for visas. You cannot appeal against the rejection of a visa application; neither can the organizing committee intervene on your behalf in case of a rejection or to speed up the procedure.

The registration fee minus a handling fee of EUR 50.– will be refunded after the symposium if the visa was applied for in time and proof is shown that a visa could not be granted even though all requested documents were submitted. Refund requests must be made in writing and sent to the organizing committee, by email, no later than November 1th, 2026, the date after which requests for such refunds cannot be taken into consideration.

Data Protection and Sharing of Contact Details

Personal Data

The protection of your data and the observance of your right of informational self-determination with regard to the collection, processing and use of your personal data are important to us.

The organizing committee will collect and store all personal data for the preparation and execution of the The IWA Digital Water Summit 2026. In accordance with data protection and other applicable laws, sensitive data will be deleted after the symposium, whereas personal data, payment history and correspondence will be stored for the period prescribed by law.

The organizing committee will **not** store or share to third parties any credit card data.

Further Use of Your Data

Newsletters

Your consent provided, the organizer will contact you with regular newsletters ahead and during the meeting (e.g. 'Daily News', information on the availability of the symposium app), with an invitation to complete a post symposium survey after the symposium, as well as with announcements of future symposium. You may unsubscribe of these mailings at any time, this will not affect official correspondence from the symposium secretariat.

E-mailings on Behalf of Third Parties

Consent provided, the organizer periodically performs e-mailings to delegates on behalf of third parties regarding activities at the symposium or other communications, which may be of interest to professionals in the field. Email contact details of delegates will **not** be passed on to third parties in this context.

You may unsubscribe of these e-mailings at any time, this will not affect official correspondence from the symposium secretariat.

Photographs & Video Streaming

The organizer may without the further consent of the participants use and release pictures and videos taken during the symposium for reports of the symposium and/or in future marketing materials. By registering to this symposium attendees agree those photographs or sound or video recordings taken during the symposium that could include recognizable images or voices of those in attendance may be posted on the symposium website. All recordings are treated sensitively and discreetly. Names will not be published. The symposium is held in a public space, therefore we do not prohibit participants, exhibitors, sponsors, or news organizations from photographing, video or audio-taping some symposium activities. The organizer reserves the right to use images taken at the symposium with your photograph and/or likeness on social media and/or in future marketing materials. The organizer is NOT responsible for individual attendee's use of your image or likeness.

Liability

The symposium organizers shall be held liable in the framework of a duty of care as a respectable businessman according to statutory provisions. The liability of the symposium organizers – for whatever legal reason – shall be limited to intent and gross negligence. The liability of commissioned service providers shall remain unaffected by this. The delegate shall take part in the symposium at his/her own risk. Oral agreements shall not be binding if these have not been confirmed in writing by the organizing committee.

Fulfillment and Jurisdiction

The terms of this contract shall be fulfilled in Istanbul, Turkey and, in the event of any legal claims arising from either party; Istanbul, Turkey shall be the sole court of jurisdiction.

General Terms and Agreements as per January 1st, 2026.