

# WGC2022 Accommodation Terms and Conditions for Delegates

## 1. Purpose

The purpose of these Terms and Conditions for Accommodation Reservation is to prescribe details of the performance and compliance of accommodation signed by delegates of WGC2022 and HanaTour, the Housing Bureau.

## 2. Interpretation and Definitions

- I. **Event** means the 28th World Gas Conference to be held in Daegu, Republic of Korea from 23 May 2022 to 27 May 2022, inclusive of the conference and exhibition portions.
- II. **Organizer** means Korea Gas Union, the Host Association to manage the Event and each of its officers, directors, shareholders, employees, agents, contractors, representatives and/or invitees, as applicable.
- III. **Housing Bureau** means HanaTour (hereinafter referred to as the "Housing Bureau"), a representative of the Organizer to manage the accommodation portion of the Event and each of its officers, directors, shareholders, employees, agents, contractors, representatives and/or invitees, as applicable.
- IV. **Customer** means a delegate of WGC2022 who enters into the accommodation agreement with the Housing Bureau.
- V. **Delegate** means any person registered and who has made payment of all agreed fees to attend the conference and exhibition portion of the Event, whether online, or via the official registration form or on site.
- VI. **Official Hotel** means the official accommodation provided in a given period (22 May~27 May, 2022) for WGC2022 delegates.
- VII. **Online Accommodation System** means the Housing Bureau's official accommodation reservation website linked to the official registration page to provide information of Official Hotel and allow reservation and payment to be made.
- VIII. **Accommodation Reservation Form** means the required reservation form provided at the official online booking website of the Housing Bureau(<http://wgc2022hotel.webtour.com/>), and the information it collects are as below:
  - ① Name of Hotel
  - ② Period of Stay
  - ③ Payment Amount
  - ④ Special Request
  - ⑤ Personal Information (Name, Nationality, Contacts, Email Address, etc.)
- IX. **Payment Information** means the required information to process payment for accommodation reservation in a given period (23 April 2022 ~ 29 April 2022), and the information it collects are as below:
  - ① Card Number / Card Type / Expiration Date / CVC Number
  - ② Name As Appears on Card

③ Payment Amount

- X. Booking Confirmation** means a document sent to the Customer's e-mail when payment is completed after the Customer has submitted the Accommodation Reservation Form and payment information in the Online Accommodation System.

### **3. Agreement**

**3.1** By completing and submitting the Accommodation Reservation Form and checking "Agree to all the Terms and Conditions" on the Accommodation Reservation Form, Customer agrees to accept and abide by this Agreement and all amendments thereto and decisions of the Housing Bureau. The Accommodation Reservation Form becomes a binding agreement between the Housing Bureau and Customer once the Customer submits the Accommodation Reservation Form.

### **4. Rates and Dates**

**4.1** The Housing Bureau has negotiated preferential rates at selected hotels in Daegu City for Delegates of the Event. The accommodation rate for the Event will only be available through the Online Accommodation System and bookings made directly with the hotels will not be applicable at this rate.

**4.2** Preferential rates and dates vary with each Hotel. Should the Customer require arrival and/or departure outside Event period, the hotel has the right to apply their standard rates.

**4.3** Room rates are indicated in KRW, per room, per night, and all applicable taxes. Please note that breakfast is based on the inclusion of one person.

### **5. Deadline for Reservation**

**5.1** The deadline for online reservation is 17 May 2022, and depending on the reservation status, the rooms may be sold out before the deadline. Should a Delegate wish to make a reservation after 17 May 2022, please contact the Housing Bureau directly at [hotels@wgc2022.org](mailto:hotels@wgc2022.org) for further assistance.

**5.2** The Housing Bureau strongly recommends that interested Delegates register and request accommodation as soon as possible to increase their chance of securing their hotel preference.

### **6. On Request Rooms**

**6.1** Hotel reservations are made on a first-come, first-served basis through the Online Accommodation System. If a hotel is fully booked or dates do not meet Customer's requirements or preferences, please contact the Housing Bureau for further assistance.

### **7. Hotel reservation**

**7.1** The accommodation reservation can be processed via the Housing Bureau's Online Accommodation System linked to Accommodation page at WGC2022 official website(<http://www.wgc2022.org>). All required items must be completed in order to process accommodation reservation. Upon the completion of the reservation, a payment button will be created to proceed to payment.

**7.2** The Customer may make special requests to each hotel via the "Request" section on the Online Accommodation System. Special requests are subject to a hotel's availability, in other words, your request cannot be guaranteed.

## **8. Hotel Payment & Confirmations**

**8.1** The Payment will be processed in Korean currency (KRW), and the approved credit cards are as below:

- ① Overseas: VISA, Master, JCB, Amex
- ② Domestic: Samsung, Kookmin, BC, HanaKEB, Lotte, Shinhan, Hyundai, Nonghyup.

**8.2** Once the payment is completed, the booking confirmation will be emailed to the Customer via Online Accommodation System.

**8.3** The Customer will be able to view reservation details on "Reservation Check And Pay" at the Online Accommodation System. All Customers may be requested to present the reservation confirmation at the hotel check-in.

**8.4** All Customers will be required to pay for any incidental expense directly to the hotel upon check-out. If there remains an unpaid balance, it will be charged on the credit card that was presented by the Customer at hotel check-in.

## **9. Hotel Cancellations and Amendments**

**9.1** The Customer may cancel or amend reservation status via "Reservation Check And Pay" at the Online Accommodation System or by writing to [hotels@wgc2022.org](mailto:hotels@wgc2022.org). Any request to cancel a hotel reservation made 22 days prior to check-in date will be fully refunded with no cancellation fee.

**9.2** A cancellation fee of the amount set out below will be charged on the cancellation requests submitted from 21 days prior to the check-in date and onwards. The Customer agrees this is a genuine pre-estimate of the loss and damage incurred by hotels.

- 21 days ~ 1 days prior to check-in: 100% of full amount(\*) will be charged as a cancellation fee.

(\*) The total accommodation fee is the number of rooms x the number of nights that reserved.

**9.3** A full rate will be charged in case of no show or late check-in / early check-out.

**9.4** Should a Customer wish to amend the reservation status (change of hotel, room nights/type, date of check-in/out, other incidentals), a new reservation will be created while the one made beforehand be cancelled and discarded. The Customer may request amendments via "Reservation Check And Pay" at the Online Accommodation System or by writing to [hotels@wgc2022.org](mailto:hotels@wgc2022.org).

**9.5** Should a Customer wish to make amendments to personal information, a request must be sent in writing to [hotels@wgc2022.org](mailto:hotels@wgc2022.org).

**9.6** Any amendments, cancellations or payments for accommodation must be made through the Housing Bureau; each hotel will not accept any amendments, cancellations or payments directly. The Housing Bureau is entitled to charge for no-show or late cancellation as per the cancellation conditions.

## **10. Conference Postponement or Cancellation by Organizer**

**10.1** The Organizer reserves the right to postpone or cancel the Event due to force majeure including COVID-19 or equivalent conditions.

**10.2** Should the Conference be postponed or cancelled due to clause 10.1, the Housing Bureau shall not be liable for any damages, costs, or losses related the accommodation.

**10.3** If the Event is postponed or cancelled, the Housing Bureau will use reasonable endeavors to alert Delegates of any postponement or cancellation and details of the postponement or cancellation will be posted on the conference website and the Online Accommodation System. Customers are responsible for checking this information prior to the Conference.

**10.4** In case of Event postponement, the negotiated hotel rates for WGC2022 Delegates may change

depending on the postponed date.

**10.5** If the Event is postponed or cancelled, the Housing Bureau will notify Customers on how to create new reservations or request for refund.

**10.6** If the Event is postponed or cancelled, payment for accommodation will be fully refunded to Customers within 60 days from the date cancellation is officially announced by the Organizer.

## 11. Collection and Use of Personal Information

### 11.1 Purpose of Collection and Use of Personal Information

- The Housing Bureau collects the Customer's minimum essential information to process hotel reservation and provision of related services.
- The Housing Bureau uses the collected personal information for the following purposes.
- Hotel reservation, confirmation and consultation of reservation details, purchase and rate payment, delivery of product or invoices, preservation of records for dispute settlement, handling complaints, handling civil petitions, delivery of notices, etc.

### 11.2 Items to be Collected and Period of Retention and Use

- The Housing Bureau collects the Customer's personal information in accordance with due process and legal standards, and collects the minimum information required for the Customer's service use. Collection and use are restricted in accordance with ACT ON PROMOTION OF INFORMATION AND COMMUNICATIONS NETWORK UTILIZATION AND INFORMATION PROTECTION.
- The Housing Bureau does not collect sensitive personal information (race, religion, political orientation, health status, sexual or affectional orientation, etc.) that may infringe on the Customer's human rights.
- The Housing Bureau preserves the Customer's personal information for the period of encompassing the provision of services or dispute settlement in accordance with the ACT ON CONSUMER PROTECTION IN ELECTRONIC COMMERCE.

Collected Items	Purpose of Collection	Retention/Use Period
Date of Birth, Name, Gender, Contacts, Email Address	Accommodation reservation	Service provision and preservation period in accordance with consumer protection in electronic commerce
Credit Card Information (Card Number, Type, Expiration Date, Issuing Country)	Payment of Accommodation reservation	

### 11.3 Right to Refuse the Consent and Disadvantages in case of Refusal

- The Customer has the right to refuse consent to the collection and use of personal information. In this case the Customer will not be able to use any reservation service.

### 11.4 Provision of Personal Information to Third Parties

- The Housing Bureau shall not provide collected personal information to companies or institutions

outside official WGC2022 partners unless prior consent has been obtained by Customers or otherwise required by laws and regulations.

- The personal information collected by the Housing Bureau will be transferred to hotels and official WGC2022 partners with the consent of the Customer in order to provide accommodation and its related services. The information to be transferred are as below:

Service Area	Recipient of Information	Items to be Transferred	Purpose of Use
Accommodation	WGC2022 Official Hotel	Personal Information (Name, Nationality, Contacts, Email Address, Credit card Information, etc.)	To proceed and confirm Accommodation reservations
WGC2022 Official partners	POD Communications Inc, Korea Gas Union	Personal Accommodation reservation information.	Statistics of Accommodation reservations.

#### 11.5 Service consignment operation

The Housing Bureau contracts the tasks below to specialized companies to provide convenience service to customers.

- Webtour : Development and maintenance of Accommodation Reservation System.
- Eximbay : Overseas & Domestic payment services.

## 12. General

**12.1** All dates and deadlines, mentioned in these terms and conditions, refer to Korea Standard Time (KST).

**12.2** While staying at the Official Hotels, the Customer shall compensate the hotel directly for any damage to facilities of the hotel due to carelessness. It is the Customer's responsibility to pay for any damages or losses caused due to carelessness directly to the hotel.