



13th European Music Therapy Conference 2025

Terms and Conditions

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July 23 – 27, 2025 | Hamburg, Hamburg University of Music and Drama (HfMT)

1. Scope of Application

The following Terms and Conditions regulate the conditions for the registration and participation of any person (hereinafter “Participant”) to the 13th European Music Therapy Conference 2025 (hereinafter “Event”) as well as the entire relationship between the organizer and the participant.

Any deviating terms and conditions of the participant are not valid.

The organizer is the Deutsche Musiktherapeutische Gesellschaft e. V. (DMtG, hereinafter “organizer”), Naumannstraße 22, Bundesgeschäftsstelle, 10829 Berlin; e-mail: info@musiktherapie.de.

The organizer has commissioned Kongress- und Kulturmanagement GmbH (KUKM GmbH), Rießnerstr. 12 B, 99427 Weimar, Germany, to provide services for the registration and support of participants. In addition, KUKM GmbH handles the registration process via its online portal “kukm-conferences.com” and invoicing.

2. Registration and Confirmation of Registration

Registration via the registration portal <https://www.kukm-conferences.com/Home/Index/Event/emtc2025/en-US> is required for participation in the event. Alternatively, registration can be completed on site at the registration counter from July 23, 2025.

Registration is binding for the participant. When registering for the first time via the registration system, the participant must first create an account in which they configure their own password. Upon registration by KUKM GmbH, an account is created for the participant. The link received by e-mail must then be confirmed to activate the account. The participant must enter the personal data requested in the registration portal and confirm that they have taken note of these conditions of participation and agree to them. The participant submits a binding registration by booking the ticket(s) by confirming the “Confirm Order” button. The contract is concluded with the booking confirmation sent by e-mail after confirmation of the booking.

Amendments and/or additions to the contract must be made in writing. Verbal agreements are only valid if confirmed in writing by the organizer or KUKM GmbH.

3. Services and Participation Fees

The participation fee includes access to the scientific program and the accompanying exhibition of publishers and instruments, as well as conference catering and the opening reception. The participation fee does not include the participant's travel, accommodation and subsistence costs.

The fees are collected in the name and for the account of the DMtG. The fees for the scientific part of the congress are exempt from VAT according to § 4 No. 22a UStG. The fees for the non-scientific parts include the currently valid VAT of 19%. The VAT ID of the DMtG is DE260631980.

The processing fees for cancellations and rebookings (see point 6) as well as the fees for return debit notes (see point 4) are charged in the name and for the account of KUKM GmbH and include the currently valid VAT of 19%. The VAT ID of KUKM GmbH is DE158265638.

If participation is subject to a fee and nothing to the contrary has been agreed, the participation fee is per person. All fees are quoted in euros.

The following periods apply to the participation fees:

- Early Bird: until March 31, 2025
- Regular: until July 07, 2025

The participation fee depends on the date of receipt of the registration. If a registration deadline is missed, the next fee will be charged automatically.

If discounts are granted, this is also shown separately in the participation fees. If no discounts are shown, they cannot be granted.

If the participant claims a reduced fee when registering, he/she thereby assures that the reduction criterion is fulfilled at the time of registration and for the duration of the event.

Proof must be provided before the start of the event. If the participant is unable to provide proof, the difference between the full price and the reduced price plus a processing fee of €35.00 will be charged to the participant.

4. Terms of Payment

The participation fees must be paid in advance with the registration, either by credit card or by agreeing to the SEPA direct debit procedure. For late bookers and day tickets (only for non-music therapy speakers in the "special bridges format"), the participation fee can be paid on site from July 23, 2025 in cash or by credit or debit card. After receipt of the registration, the participant will receive a binding booking confirmation and the invoice for the participation fee by e-mail.

Notwithstanding this, in the case of bank transfer as the method of payment, the total price must be transferred in full to the account specified in the invoice, stating the invoice number, within 10 days of receipt of the invoice, at the latest by the start of the event. The participant must ensure that the final amount of his order can be booked without deduction, i.e. any bank and/or transfer fees incurred are to be borne by the participant himself. The details required for the transfer (invoice number, bank details) are shown on the invoice. The invoice will be sent by e-mail.

Participation in the event is not possible without payment of the participation fee.

If the payment is not successfully executed for reasons for which the participant is responsible (e.g. insufficient credit card or account coverage, chargeback), the participant must compensate for any damages or expenses arising from the chargeback. A processing fee of € 35.00 will be charged for each processing of a chargeback. In the event of an unjustified chargeback to the credit card, a processing fee of € 35.00 will also be charged. Further claims of the organizer against the participants are not affected by this.

5. Participation

5.1 On-site Participation

The name badge will not be sent in advance by post. The participant will receive the badge on site.

The badge must be worn visibly by all participants during the event. Access to the event cannot be granted without the badge. A processing fee of €15.00 will be charged for the reissue of a lost badge.

Please note that there is a fixed number of people per room due to the room capacity. If the prescribed number of persons for the lecture room has been reached, no further persons may be admitted to the lecture room. This does not entitle participants to access to certain lectures. No claims for costs or compensation can be derived from this.

5.2 Online-Participation

The broadcast will be available from the start of the event. The participant is responsible for creating the necessary conditions for participation in the event - in particular connection to the Internet, use of an up-to-date Internet browser and a functioning loudspeaker. The organizer is not responsible for any obstacles to accessing the website, in particular due to firewalls, Internet interruptions, malfunctions or configuration aspects on the user side.

The login details are linked to the participant's e-mail address provided during registration and will be sent to this e-mail address. The login details will be sent to the participant by e-mail before the start of the event.

Authorized participants are exclusively registered persons. The participant is not permitted to share login details with other people. Passing on access data is considered misuse. The organizer is entitled to block access data immediately in the event of misuse.

The organizer does not guarantee continuous accessibility of the event.

Access may be restricted due to technical problems. The organizer is not responsible for defective technical services provided by third parties, unless the organizer is responsible for these defects.

6. Rebooking, Cancellation, Refund

Changes, rebookings and/or cancellations must be made in writing by e-mail to KUKM GmbH: emtc2025@kukm.de.

A claim for change and the effectiveness of a cancellation shall be confirmed in writing by e-mail. Verbal agreements are non-binding as long as they are not confirmed in writing by the organizer or KUKM GmbH.

If a service is cancelled, the following cancellation conditions apply:

- up to 14 days after registration (see general right of withdrawal): Fee will be refunded in full and without deduction of a processing fee.
- until June 25, 2025: fee will be refunded minus a processing fee of € 35.00.
- from June 26, 2025, or in case of no-show, illness, early departure, etc.: no refund.

If the registered participant is unable to attend the event, he/she has the option of nominating a substitute person to attend. In this case, the registration will be transferred to the substitute. A processing fee of €35.00 will be charged for this rebooking. If a discounted ticket has been booked, proof of the new participant is required in order to retain the discount, otherwise the difference will be charged.

7. Reservations of Amendment

The organizer reserves the right to make minor deviations from the event description regarding the content and course of the event. The organizer reserves the right to make changes to the content of the event programme at short notice for important organizational or factual reasons, insofar as this is necessary, and to appoint substitute speakers in exceptional cases. The overall character of the event shall remain unaffected by any changes. In this case, there is no right to a (partial) refund or reimbursement of other expenses.

Furthermore, the organizer is not liable for announced speakers. In the event of cancellation of a speaker, the participant shall not be entitled to any compensation of any kind. The organizer will endeavour to provide a suitable replacement. The current list of speakers can be found in the program overview. For technical reasons, changes at short notice can only be communicated to a limited extent.

The organizer is entitled to hold the event exclusively virtually if, in connection with a pandemic such as the SARS-COV2 virus, the event is prohibited or unreasonably restricted in its planned scope as a face-to-face event due to official orders and/or legal prohibitions, if its implementation contradicts official or epidemiological recommendations and/or if travel restrictions make it impracticable to hold the event to the planned extent.

8. Cancellation, Interruption, Postponement, Closure of the Event by the Organizer

The organizer is entitled to postpone, shorten, abort, temporarily interrupt, partially close or cancel the event in justified exceptional situations. A justified exceptional situation that justifies such a measure exists if there are reasonable indications that the planned implementation or continuation of the event could lead to a specific risk of harm to life or limb or to property of considerable value. There is also a justified exceptional situation if the event cannot be held with the planned/registered number of participants or can only be held under considerable conditions due to a pandemic such as the SARS-COV2 virus and the resulting requirements to contain/control the pandemic (e.g. Infection Protection Act, general decree of the local authority responsible for health protection).

The organizer shall make the decision at his own dutiful discretion. The decision will consider the interests of all participants concerned, both with regard to the purpose of the event and with regard to the necessary safety considerations. The registered participants will be informed immediately of any significant changes to the course of the event and of the cancellation of the event.

If an event is canceled, the participation fees already paid will be refunded in full. The participant shall have no further claims against the organizer if the event is cancelled.

In the event of premature termination (cancellation, curtailment), temporary interruption or partial closure after the start of the event or late start, the participant's obligation to participate in the part of the event not canceled and to pay the full agreed participation fee remains in force.

9. Photographic, Film and/or Acoustic Recordings

For the purpose of documenting and reporting on the event, the organizer or commissioned or accredited persons and service providers will take photos and videos. The recordings are used for publication, in particular in print and online media (e.g. website, social media), in order to report on the event accordingly.

By registering, the participant agrees to the free production of photographic, film and/or acoustic recordings and their use on the organizer's website, print media and social media.

Each participant can object to both the recording and the publication of excerpts from recordings. Participants who do not wish to be recorded should contact the registration desk on site if they wish to object.

If a participant subsequently objects to the recording and/or publication of recordings concerning him/her, the organizer will immediately delete the recording in question and remove it from its website.

The legal basis for the above data processing is Art. 6 para. 1 sentence 1 lit. f) GDPR. If the organizer specifically wishes to publish the contribution of a specific participant, separate consent will be obtained from this participant.

All image and publication rights are held by the organizer. photographic, film and/or acoustic recordings by the participant during the event are not permitted or require the prior written consent of the organizer in any case. The same applies to any subsequent use of image or sound recordings of the event that is not exclusively for private purposes.

10. Live Streaming

Parts of the congress will be streamed. For these purposes, it is also intended to make recordings of the speakers' contributions and publish them on the Internet on an online platform. If the participants actively take part in the congress and address the speakers by means of requests to speak, they will also be recorded. However, the focus here is not usually on the specific persons depicted, but on reporting on the congress. Chat contributions or questions in the platform forum are not recorded.

11. Copyrights and Rights of Use

All documents issued to the participant are protected by copyright and may only be used for personal use. Rights of use are only transferred through the express written granting of rights of use. Duplication, distribution, processing or public reproduction of any kind is generally not permitted and requires the written permission of the organizer.

The organizer assumes no liability for the topicality, correctness, completeness or quality of the information and documents provided by the speakers. The speaker alone is liable for any damages arising from the use of such information.

12. Liability

Participation in the event is at your own risk.

The organizer is not liable for damages resulting from accidents, damage, loss or theft, in particular not for consequential damages (e.g. loss of profit, compensation for futile expenses, etc.) resulting from the event, unless these are based on intentional or grossly negligent conduct on the part of the organizer or its legal representatives and vicarious agents or are caused by a breach of an essential contractual obligation. Essential contractual obligations are obligations whose fulfillment is necessary for the proper execution of the contract and on whose compliance the contractual partner may regularly rely and whose breach on the other hand jeopardizes the achievement of the purpose of the contract.

13. Information on Data Protection

To register and participate in the congress, it is necessary to register and use the congress organizer's registration system. This account can also be used by participants for other events. This account can also be used by participants for other events hosted by KUKM GmbH.

Your personal data or the personal data of the participating person(s) will generally be processed for the purpose of registration, organization and implementation of the event. Further information on the controller (KUKM GmbH), processing and your rights can be found in the data protection information in the registration portal at <https://www.kukm-conferences.com/Home/Index/Event/emtc2025/en-US>.

14. Final Clauses, Place of Performance and Jurisdiction

Deviations from these terms and conditions must be made in writing to be effective.

Should one or more provisions of these terms and conditions be ineffective or contain a loophole, the parties shall replace or supplement the ineffective or incomplete provision with the statutory provisions that come closest to the purpose of the intended provision. The validity of the remaining terms and conditions shall remain unaffected.

The place of performance and jurisdiction is the registered office of the organizer, unless the participant is a consumer.

15. Right of Withdrawal for Consumers

Customers whose registration cannot be attributed to a commercial or independent professional activity (§ 13 BGB) have the right to cancel their registration in writing within 14 days of receipt of the registration confirmation without giving reasons. Cancellation fees will not be charged. The right of withdrawal can no longer be exercised once the event has taken place.

To exercise your right of withdrawal, you must inform us

Kongress- und Kulturmanagement GmbH
Rießnerstr. 12 B
99427 Weimar
Fax: +49 3643 2468-31
E-Mail: emtc2025@kukm.de

of your decision to withdraw from this contract by means of a clear statement (e.g. a letter sent by post, fax or e-mail). You can use the model withdrawal form, but this is not mandatory. To comply with the withdrawal period, it is sufficient that you send the notification of the exercise of the right of withdrawal before the expiry of the withdrawal period.

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract.

If you have requested that the services should begin during the withdrawal period, you must pay us a reasonable amount corresponding to the proportion of the services already provided up to the time you inform us of the exercise of the right of withdrawal regarding this contract compared to the total scope of the services provided for in the contract.

If you wish to cancel the contract, please fill out this form and send it back to us.

To:
Kongress- und Kulturmanagement GmbH
Rießnerstr. 12 B
99427 Weimar
Fax: +49 3643 2468-31
E-Mail: emtc2025@kukm.de

- I/we (*) hereby revoke the contract concluded by me/us (*) for the purchase of the following goods (*)/the provision of the following service (*)
- Ordered on (*)/received on (*)
- Name of the consumer(s)
- Address of the consumer(s)
- Signature of the consumer(s) (only for notification on paper)
- Date(s)

(*) Delete as appropriate.

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