IWA Digital Water Summit

15-18 NOVEMBER, 2021
BILBAO, SPAIN

Invitation to Sponsor & Exhibit

Join the transformation journey
www.digitalwatersummit.org • @IWAhq • #DigitalWater
Dear partners,

Due to the development of the global spread of coronavirus, the IWA Digital Water Summit is to be rescheduled taking place in Bilbao at the Euskalduna Conference Centre, from the 15th to the 18th of November in 2021.

This decision follows recommendations from the local organizers based on latest official guidance and current developments. The main objective of this decision is to ensure health and safety of all participants. Thus, we believe that moving the event will give us an even greater opportunity to build the best IWA Digital Water Summit agenda to date, along with a broader and safer participation of all the key participants.

Despite the postponement, it is of high importance to maintain the momentum and the impulse of the digital transformation of the water sector and ensure maximum visibility to our sponsors and partners.

Therefore, we are pleased to provide you with the Invitation to Sponsor and Exhibit to the IWA Digital Water Summit. Here you will find detailed information on key dates, contact information, order forms and additional facilities and services for the organizations to take part as sponsors in this event.

In addition to this, we are delighted to announce that the IWA Digital Water Summit Programme Committee is currently working on content to be made available online, between now and the new dates of the Digital Water Summit. Thanking the collaboration with the summit, visibility through the online content is an additional benefit for all the sponsors, promoting their companies as a valued sponsor of the IWA Digital Water Summit.

May I also ask you to please share this information with all staff concerned in your company, as well as third parties that are involved, on your behalf, in this event.

Thank you in advance for carefully read the deadlines, guidelines and regulations in this document.

If you have any further queries from the above, please do not hesitate to contact us: expo.iwadigitalwatersummit@eventia.es

We look forward to seeing you in Bilbao!

Kind regards,

On behalf of the entire IWA Digital Water Summit,

EVENTIA - Technical Secretariat
T. 34 944 057 885
expo.iwadigitalwatersummit@eventia.es
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The IWA Digital Water Summit is the global event on water solutions that brings together thought leaders, decision makers, leading researchers and business representatives from within and outside the water sector. Focusing on leading practice, innovation and solutions, the event provides new networking and business opportunities, and ensures maximum exposure between participants, exhibitors and sponsors. It connects you with the right people and the right solutions, fosters new collaborations and partnerships, and provides a platform for exhibitors and sponsors to raise their profile amongst leading water professionals and companies.

Digital Water Summit is organised by the International Water Association and co-organized by the water utility in the region (Consorcio de Aguas Bilbao Bizkaia) and the IWA Governing Member in Spain (AEAS - Spanish Association of Water Supply and Sanitation). The IWA Digital Water Summit will be held in Bilbao, Spain.

Why Digital Water?
The great water challenges of our time, namely climate change, population growth and increasing urbanization, and ageing and overly stressed infrastructure, inflict significant pressure on water networks. The water industry, and in particular water utilities, needs to adapt to meet the emerging demands of a dynamic, highly deregulated and competitive environment within the context of a changing climate. In such an environment, water utilities need to continue to deliver essential services including safe and secure drinking water, stormwater management and wastewater management.

Addressing these ongoing and growing challenges requires a transformation to optimize its processes and operational efficiency. In fact, these challenges and their increasing complexity necessitate a paradigm shift to the next generation of water systems beyond traditional water and sewerage infrastructure. The development of new systems is against the background of cyber-physical systems, digitalization and big data where software, sensors, processors, communication and control technologies are increasingly integrated, to enable informed decisions in an increasingly changing, complex and uncertain world.

Target audience
The key target audience for the exhibition are the congress delegates, local, regional and international water professionals. In addition, the exhibition will trade visitors.
## HOW BECOME A SPONSOR?... COMPLETE THESE EASY STEPS

1. Read carefully all the **INFORMATION** and check de **DEADLINES** in this document.

2. Complete the **SPONSORSHIP AGREEMENT** and send to the Technical Secretariat

## CONTACT INFORMATION

<table>
<thead>
<tr>
<th>CONGRESS MANAGEMENT</th>
<th>INTERNATIONAL WATER ASSOCIATION</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Programme: Katharine Kross</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Katharine.Cross@iwahq.org">Katharine.Cross@iwahq.org</a></td>
</tr>
<tr>
<td></td>
<td>Sponsorship: Joao Grilo</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Joao.Grilo@iwahq.org">Joao.Grilo@iwahq.org</a></td>
</tr>
<tr>
<td></td>
<td>Tel: +31 70 315 07 92</td>
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<table>
<thead>
<tr>
<th>TECHNICAL SECRETARIAT</th>
<th>EVENTIA</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Registration: Koro Ibarra</td>
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<tr>
<td></td>
<td><a href="mailto:info.iwadigitalwatersummit@eventia.es">info.iwadigitalwatersummit@eventia.es</a></td>
</tr>
<tr>
<td></td>
<td>Coordination &amp; Logistics: Estibaliz Alonso</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:expo.iwadigitalwatersummit@eventia.es">expo.iwadigitalwatersummit@eventia.es</a></td>
</tr>
<tr>
<td></td>
<td>Tel: (+34) 94 405 78 85</td>
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## KEY DATES AND DEADLINES

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 September</td>
<td>Deadline to submit sponsorship agreement</td>
</tr>
<tr>
<td></td>
<td>Deadline to submit company profile and logo</td>
</tr>
<tr>
<td>30 October</td>
<td>Deadline to order any additional service</td>
</tr>
<tr>
<td></td>
<td>Deadline to order all the badges</td>
</tr>
<tr>
<td>10 – 12 November</td>
<td>Receipts of <strong>goods at the venue</strong></td>
</tr>
<tr>
<td>15 – 18 November</td>
<td>Exhibition <strong>opening days</strong></td>
</tr>
</tbody>
</table>

**VENUE – EUSKALDUNA CONFERENCE CENTRE**

4, Abandoibarra Av.
48011 – Bilbao, Biscay
[www.euskalduna.eus](http://www.euskalduna.eus)

[How to get there](http://www.euskalduna.eus)
**Matchmaking & Networking** - Facilitate business development, accelerate innovation and initiate research projects by meeting potential cooperation partners in face-to-face meetings. Attend these pre-arranged meetings to have an easy access to utilities and solution providers. You will be able to schedule these meetings in the IWA-Digital Water Summit App (available for download during the event).

### Event Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
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<tbody>
<tr>
<td><strong>15 Nov.</strong></td>
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<td><strong>18 Nov.</strong></td>
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<tr>
<td><strong>Exhibition hours</strong></td>
<td>08:30 – 20:00</td>
<td>08:30 – 18:00</td>
<td>08:30 – 18:00</td>
<td>08:30 – 18:00</td>
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<tr>
<td><strong>Congress sessions:</strong></td>
<td>09:00 – 18:00</td>
<td>09:00 – 18:00</td>
<td>09:00 – 16:30</td>
<td>09:00 – 16:30</td>
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<tr>
<td><strong>Coffee Breaks:</strong></td>
<td>11:00 – 12:00</td>
<td>11:00 – 12:00</td>
<td>11:00 – 12:00</td>
<td>11:00 – 12:00</td>
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<tr>
<td><strong>Registration and Exhibition assembly (exhibitors):</strong></td>
<td>14:30 – 18:00</td>
<td>Lunch:</td>
<td>Lunch:</td>
<td>Lunch:</td>
</tr>
<tr>
<td><strong>Welcome Reception</strong></td>
<td>18:00 – 20:00</td>
<td>13:30 – 15:00</td>
<td>13:30 – 15:00</td>
<td>13:30 – 15:00</td>
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<tr>
<td><strong>Technical visits</strong></td>
<td>15:00 – 18:00</td>
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<tr>
<td><strong>Exhibition dismantling (exhibitors):</strong></td>
<td>18:00 – 20:00</td>
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<tr>
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**Important:**
- Find the preliminary programme on the website.
- The schedule for the lunches and the coffee breaks has been made according to the timetable of the scientific programme and therefore can be adapted to modifications during the congress.
- During the morning, lunches and afternoon breaks you are invited to join us into the Innohub session and matchmaking activities to be held in the Exhibition Hall.
- Dismantling hours: exhibitors may not exceed the disassembly time.
The IWA Digital Water Summit is designed to be the reference in digitalisation for the global water sector. Targeting all stakeholders involved in the water section digitalisation, the Summit has a focus on business and industry. Water technology providers and water utilities are the main participants that will discuss and shape the agenda of this first edition, which will gather more than 500 participants from all over the world.

Your organisation will appear as a major industry player to fellow water professionals and sponsors before, during and after the event, making an enduring contribution to your overall marketing plan. The sponsorship opportunities are designed to cement your brand, products and/or services and can be fine-tuned to your needs. You will take advantage of branding rights, targeted IWA promotions, online and media exposure to more than 70,000 water professionals that compose the IWA network.

### WELCOME RECEPTION SPONSOR
15.000 EUR (ex VAT)
Exclusive for one sponsor

- All Gold Sponsor benefits.

*Welcome Reception*
- Logo and corporate name on venue signage
- One speech during the Welcome Reception.
- Notifications in the event App.

### GOLD SPONSOR
15.000 EUR (ex VAT)

- 10 sqm trade exhibition space.
- Opportunity to indicate one plenary panellist or one session speaker with invited user/client (subject to programme committee’s guidance and approval).
- 4 complimentary regular delegate registrations.
- 5% registration discount to 5 sponsor invitees.

*Website and Congress materials*
- Logo and 150-word entry in sponsor section of the Congress website and link to company website.
- Opportunity to write a blog post for IWAHQ website (subject to IWA editorial criteria).
- Logo on selected Congress collaterals (including event signage and Final Programme).
- Complimentary Mid-page advert in Congress Programme Book (digital version).
- Logo on opening audio-visual slides for sessions.
- One item of merchandise with sponsor logo in delegate bags (IWA to provide specifications, sponsors to provide merchandise).

*Networking*
- Indirect access to 30 delegate’s contacts prior to the event (selection based on affiliation, organizers to send a message on behalf the sponsor).
- Profiling on the worldwide 70k+ email distribution list.
VIDEO SPONSOR
12,000 EUR (ex VAT)
- “Powered by” (sponsor logo) included in daily summary video.
- Lasting videos available publicly on IWA video platforms.
- One complimentary delegate registration
- Acknowledgement on conference website and App (including URL to company website)
- Logo on signage and Final Programme (digital)

MOBILE APP SPONSOR
10,000 EUR (ex VAT)
Exclusive for one sponsor
- “Event App powered by” and logo on app opening screen.
- Wi-Fi username and password of sponsor’s choice.
- One complimentary delegate registration.
- Acknowledgement on conference website and App (including URL to company website).
- Logo on signage and Final Programme (digital).

WORKING LUNCH SPONSOR
10,000 EUR (ex VAT) / per service
- All Silver Sponsor benefits.
+ Working Lunch
- “Lunch powered by” on lunch collaterals
- Opportunity to organize a sponsor session (presentation plus discussion) during one lunch break

SILVER SPONSOR
10,000 EUR (ex VAT)
- 6 sqm trade exhibition space.
- Opportunity to indicate one plenary panellist or one session speaker with invited user/client (subject to programme committee’s guidance and approval).
- Two complimentary regular delegate registrations.
- 50% registration discount to another 2 registrations.

Website and Congress materials
- Logo and 100-word entry in sponsor section of the Congress website and link to company website.
- Logo on selected Congress collaterals (including event signage and Final Programme).
- Logo on opening audio-visual slides for sessions.
- One item of merchandise with sponsor logo in delegate bags (IWA to provide specifications, sponsors to provide merchandise).

Networking
- Indirect access to 15 delegate’s contacts prior to the event (selection based on affiliation, organizers to send a message on behalf the sponsor).
- Profiling on the worldwide 70k+ email distribution list.
EVENT SATCHEL SPONSOR
6.000 EUR (ex VAT)

- All Bronze Sponsor benefits.

Event Satchel
- Corporate design in one colour on one side of the event delegate satchel. The bag is provided by the organization.

BRONZE SPONSOR
5.000 EUR (ex VAT)

- 6 sqm trade exhibition space.
- Opportunity to submit proposals for consideration on the organizers
- 1 complimentary regular delegate registrations.
- 50% registration discount to another registration.

Website and Congress materials
- Logo and 50-word entry in sponsor section of the Congress website and link to company website.
- Logo on selected Congress collaterals (including event signage and Final Programme).
- Logo on opening audio-visual slides for sessions.
- One item of merchandise with sponsor logo in delegate bags (IWA to provide specifications, sponsors to provide merchandise).

Networking
- Indirect access to 7 delegate’s contacts prior to the event (selection based on affiliation, organizers to send a message on behalf the sponsor).
- Profiling on the worldwide 70k+ email distribution list.

COFFEE BREAK SPONSOR
2.500 EUR (ex VAT) / per service

- “Coffee break powered by” on coffee collaterals

Website and Congress materials
- Logo in sponsor section of the Congress website and link to company website.
- Logo on Final Programme (digital version)
**BOOTH DESCRIPTION**

<table>
<thead>
<tr>
<th>Space rental: <strong>10 sqm (2.5m x 4m)</strong></th>
<th>Space rental: <strong>6 sqm (2m x 3m)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand opens to one or more corridors, depending on location.</td>
<td>Stand opens to one or more corridors, depending on location.</td>
</tr>
<tr>
<td>Fair carpeting.</td>
<td>Fair carpeting.</td>
</tr>
<tr>
<td>2 round bar tables</td>
<td>1 round table</td>
</tr>
<tr>
<td>4 stools</td>
<td>2 chairs</td>
</tr>
<tr>
<td>1 counter</td>
<td>1 electrical connection (plug) – 220V</td>
</tr>
<tr>
<td>1 tv screen (49”)</td>
<td>1 exhibitor identification in digital printing (1.80m high x 0.80 wide) double sided.</td>
</tr>
<tr>
<td>1 exhibitor identification in digital printing (1.80m high x 0.80 wide) double sided.</td>
<td></td>
</tr>
</tbody>
</table>

**Important:**

- Please note this stand will NOT have walls, and internal regulations of the venue forbid affixing any materials to the floor and affixing posters to the columns or to any other surface in the hall area.
- The Organizers reserves the right to assign or reassign Exhibition Spaces and to alter the position of Exhibition Spaces and the floor plan of the Exhibition as may be necessary to ensure that the arrangement of the Exhibition is in the best interest of attendees and Exhibitor.
The Exhibition space is located in the **Exhibition Hall II – Floor 0**:

- 2,200 m² multi-purpose hall.
- Natural daylight.
- Direct access from the exterior.
- Easy access for loading & unloading.

### Furniture catalogue

<table>
<thead>
<tr>
<th>Furniture</th>
<th>Price</th>
</tr>
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<tbody>
<tr>
<td>Chair</td>
<td>20,00€</td>
</tr>
<tr>
<td>Round table</td>
<td>70,00€</td>
</tr>
<tr>
<td>Stool</td>
<td>35,00€</td>
</tr>
<tr>
<td>Bar table</td>
<td>85,00€</td>
</tr>
<tr>
<td>Counter</td>
<td>115,00€</td>
</tr>
<tr>
<td>TV screen 49”</td>
<td>230,00€</td>
</tr>
</tbody>
</table>
SPONSORSHIP AGREEMENT

DEADLINE (2021/09/30)
Send this application form to:
EVENTIA – Technical Secretariat
expo.iwadigitalwatersummit@eventia.es
T. +34 944 057 885
48011. Bilbao. Biscay, Spain

Reserved Space for Technical Secretariat

Date: ________________ Nº: __________

<table>
<thead>
<tr>
<th>COMPANY DATA</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMPANY NAME:</td>
</tr>
<tr>
<td>CONTACT:</td>
</tr>
<tr>
<td>POSITION:</td>
</tr>
<tr>
<td>PHONE:</td>
</tr>
<tr>
<td>EMAIL:</td>
</tr>
<tr>
<td>WEBSITE:</td>
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<table>
<thead>
<tr>
<th>BILLING DATA</th>
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</thead>
<tbody>
<tr>
<td>COMPANY NAME:</td>
</tr>
<tr>
<td>VAT NUMBER:</td>
</tr>
<tr>
<td>ADDRESS:</td>
</tr>
<tr>
<td>POST CODE:</td>
</tr>
<tr>
<td>CITY / PROVINCE:</td>
</tr>
<tr>
<td>COUNTRY:</td>
</tr>
</tbody>
</table>

I request becoming a ______________________ Sponsor
TOTAL _________________________________ + 21%VAT €

On behalf of the Company I represent, I sign and agree becoming a sponsor of the
IWA Digital Water Summit, from the moment of signing of this agreement.

In……………………, ………….. of……………………. 2020. Signature…………………………………….

Note: sponsorship categories are subject to availability. Please contact the Technical Secretariat in
dvance. For the conditions of the chosen option to become effective, you must send the duly
completed agreement to: expo.iwadigitalwatersummit@eventia.es together with the proof of
payment to the following bank account:

BANK TRANSFER: to be payable to EVENTIA 2000, SL
IBAN: ES02 2038 4203 53 6000191383 - SWIFT/BIC: CAHMESMMXXX
Message field: Company name.
ADDITIONAL FURNITURE AND SERVICES
Order Sheet

• Prices are shown for 3 days and do not include the 21% of VAT.
• Complete the Order Sheet and submit it along with the proof of payment on or before 30 October to expo.iwadigitalwatersummit@eventia.es

COMPANY DATA

<table>
<thead>
<tr>
<th>COMPANY NAME:</th>
<th>CONTACT:</th>
</tr>
</thead>
<tbody>
<tr>
<td>POSITION:</td>
<td>PHONE:</td>
</tr>
<tr>
<td>EMAIL:</td>
<td>SPONSORSHIP CATEGORY:</td>
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</tbody>
</table>

ADDITIONAL FURNITURE AND SERVICES

<table>
<thead>
<tr>
<th>Item</th>
<th>Price</th>
</tr>
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<tbody>
<tr>
<td>Chair</td>
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<td>Counter</td>
<td>115,00 €</td>
</tr>
<tr>
<td>TV screen 49”</td>
<td>230,00 €</td>
</tr>
<tr>
<td>Host – Hostess (4 hours)</td>
<td>67,45 €</td>
</tr>
<tr>
<td>Host – Hostess (8 hours)</td>
<td>117,20 €</td>
</tr>
<tr>
<td>Host – Hostess (extra hour)</td>
<td>23,65 €</td>
</tr>
<tr>
<td>Daily allowance</td>
<td>16,50 €</td>
</tr>
</tbody>
</table>

• Subject to availability.
• All fees are expressed in Euro (€) and are exclusive of VAT (21%).
• Full payment must be made exclusively by bank transfer.
• All legal relationships between the organizer and the company shall be exclusively governed by and construed in accordance with Spanish Law. In case of disputes arising hereunder, sponsors and exhibitors accept the exclusive place of jurisdiction to be the court of law where EVENTIA has its headquarters.

In……………………………………… of…………………… 2020.

Signature………………………………………………………………………. 
ASSEMBLY & DISMANTLING
LOGISTICS

RECEIPTS OF GOODS AT THE VENUE

If you wish to send any materials for your stand in advance to the Euskalduna Conference Centre storage rooms, please follow the following instructions:

All goods must be properly identified. (EVENTIA will send the label once the payment is confirmed).

The company in charge of delivering the goods must be provided with the following instructions:

- All goods must be delivered to the loading bay (at the rear of the building, access via Olabeaga). Do not use public entrances.
- **Delivery date and hours:** materials can be sent to the Euskalduna Conference Centre storage rooms from **Wednesday 10 to Friday 12 November from 21:00 to 11:00**.

Please send an email to expo.iwadigitalwatersummit@eventia.es indicating the number of items sent.

If you wish to take materials to the venue on **15 November** by light-duty or passenger vehicle, you may park in the garage of the Euskalduna Conference Centre (please note the parking facilities have a cost).

The Exhibitor is not entitled to remove any exhibited goods from the stand during the Exhibition without a written dispensation.

ASSEMBLY

Please remember that the exhibitors must transfer their own material from the storage room to their booth with their own means (cart, trolleys...). In case you need assistance, you can hire loading staff. Staff from other companies will not be allowed. Please be aware that due to the number of exhibitors, delays may occur when picking up your material from the storage room. All best endeavours will be made to reduce these delays to the minimum.

Nothing shall be posted on, or tacked, nailed, screwed, or otherwise attached to the columns, walls, floors or other parts of the Exhibition Venue without written permission from the appropriate building authority and the Organizers.
DISMANTLING

No dismantling will be allowed prior to or after the time that appears previously. If your dismantling process exceeds the established schedule, a surcharge will be applied.

Exhibitors must transfer their material to the security service in the storage room reserved for the good exits. Material must be correctly identified with the return address. Materials not handed to the security service in the warehouse will not be considered as stored materials and therefore, will be destroyed. Those materials which are not removed from the warehouse within the next 10 days after the event will be classified as disposable.

INTERNET

WIFI connection will be available at the Euskalduna Conference Centre and details will be available onsite.

BADGES

The access to the exhibition area will be restricted to holders of exhibitor/participation badges. Exhibitors are therefore requested to register their booth staff, according to the number of badges that have included in the sponsorship package.

Self-registration desks will be opened on Monday, 15 Nov. from 14:30 to 18:00 hours.

The badge must be worn at all times while in the exhibit hall.

These badges give access to attend the scientific sessions and technical visits, including catering (coffee-breaks, lunches) and Social Programme (Welcome Reception and Gala Dinner) according to the programme.

CLEANING

Exhibitors are responsible for cleaning their stands, as well as removing boxes and spare materials used for the stand assembly before the opening ceremony. Cleaning of common areas is undertaken by the cleaning service for the venue.

SECURITY

Neither the Organizers nor the Euskalduna Conference Centre will accept responsibility for the security of the stands and its contents. Exhibitors are fully responsible for the security of their own stands and equipment.

Security alert to the exhibitors

- Keep your stand manned permanently by at least one person during the exhibit and breakdowns.
- Always keep your personal property locked away.
- Make sure you carefully clear your stand and lock away any valuable goods and papers, at the end of the exhibition day.
INSURANCE POLICY

Exhibitors are reminded that it is mandatory to have an insurance policy covering the following items:
- Transport and movement of machinery and equipment to and from the stand.
- Machinery, equipment and company personnel during the exhibition including during the assembling and dismantling periods.

LIABILITY

Each exhibitor is responsible for any damage, theft or loss of equipment in its care and for any damage to the areas rented. Neither the Organizers nor the Euskalduna Conference Centre will be held responsible for any injury to persons, losses or damages of products, exhibits, equipment or decoration due to fire, accident, theft or any other cause while on the exhibition premises.

The exhibitor agrees to indemnify and keep indemnified the Organizers for any damage in the area rented by the exhibitor, including the cost of repair, cleaning or repainting. Both the Organizers and the contractor shall not, in any way, be liable for any damage occurring in the areas allocated to exhibitors.

PAYMENT DETAILS

**Important:** In case of having a valid intra-community VAT number, you will be exempt of the 21% of VAT included in the fee. If not, you will have to pay the complete fee.

Please, before making the payment check your VAT number here.

Full payment must be made exclusively by bank transfer.

**BANK TRANSFER:**
to be payable to EVENTIA 2000, SL

**IBAN:** ES02 2038 4203 53 6000191383  
**SWIFT/BIC:** CAHMESMMXXX

**BANK NAME:** BANKIA  
**ADDRESS:** Mayor street, 6. Code: 48930. City: Las Arenas (Bizkaia)

**Message field:** Company name.

Any transaction charges are to be borne by the ordering customer. Failure to pay in full within the deadline will lead to the cancellation of the right to use the stand or other services without reimbursement.

In case of cancellation due to circumstances or events beyond organiser’s control, the amounts paid by the company will be refunded less 15% of the fee for administrative purposes.

Rewriting invoices based on incomplete or wrong information provided by the company are subject to a handling fee of 10€ net.

CANCELLATION CONDITIONS

All cancellations are to be sent to EVENTIA by e-mail: expo.iwadigitalwatersummit@eventia.es

Cancellations received on or before 31 August: 100 % will be refunded

Cancellation received between 1 – 30 September, deposits will be refunded less 15% of the fee for administrative purposes. After this date, no refund will be possible.