

## Hotel booking scam alert

It has come to our attention that our invited speakers and delegates may have been contacted by companies or individuals claiming to be affiliated with our conference regarding their accommodation. Please be aware that this is a scam sent from a company named Business Travel Management (BTM).

The company will send you an email or call you to entice you to purchase rooms at alleged “partner hotels” (may it be Monte Verità itself or other hotels). These calls have been to office phones, cell phones, and land lines.

If you indicate that you have a rooming need, BTM will send you a credit card authorization form from DocuSign or RightSignature. Please **DO NOT** give out any of your information to this company as this is a scam. **Please ignore any emails and calls from BTM or any other travel agent and DO NOT complete the DocuSign or RightSignature form that is attached to their emails.**

We have no certainty that this scam is operated only by BTM. Other apparently legitimate agencies may try to operate a similar scam.

We have not (and never will) asked/authorized external companies to approach you by email or phone for accommodation arrangements. Please make sure you make your booking either at Monte Verità following our registration procedure (available for download from the conference’s website) or that you book at an external hotel through their website or via a booking platform that you trust.

Under no circumstances Monte Verità has authorized third parties to sell their rooms at special rates. Monte Verità may contact you (by email) only following a booking made by you and only in case there is some issue to be discussed about your booking. Likewise, hotels in Ascona will never approach you by phone or email without you having booked a room or having contacted them to inquire about availability and rates.

We take data privacy and security with the utmost importance and your contact information has not been compromised by our organizing committee. The agencies **DO NOT** have access to information on your registration and hotel bookings. They are accessing public congress information and searching public contact details through search engines.

We recommend taking into account all the above information also for other conferences/meetings you may attend in the near or far future. This is likely to be a scam that may occur time and time again in the future and not limited to conferences in Switzerland. It goes without saying, always be cautious when receiving unsolicited requests for signature and

credit card details, especially when the prices of the offered services (in our case hotel rates) are too good to be true!