



CREATIVE EUROPE

Cross-sectoral strand

Call for proposals

Bridging culture and audiovisual content through digital
EACEA-28-2019

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EUROPEAN COMMISSION
Education, Audiovisual and Culture Executive Agency

Creative Europe - MEDIA

Creative Europe
Bridging culture and audiovisual through digital content
EACEA-28-2019

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0. Introduction

This is a call for EU grants in the field of the cross-sectoral strand under the Creative Europe programme.

The call is launched in accordance with the 2020 Work Programme for the implementation of the European cultural and creative sector (Creative Europe)¹ and will be managed by Education, Audiovisual and Culture Executive Agency.

It covers the following topic:

- **CREA-INNOVLAB-2020**

We invite you to read the call documentation carefully, i.e. this **call document** and the **Guide for applicants**. These documents provide clarifications and answers to questions you may have when preparing your application:

- the call document outlines the:
 - background, objectives, scope, activities that can be funded and the expected impacts of the call (sections 1 and 2)
 - timetable and available budget (section 3)
 - admissibility, eligibility, and other conditions (sections 4, 5 and 7)
 - award criteria (section 6)
 - evaluation procedure (section 8)
 - legal and financial set-up and submission procedure (section 9 and 10)
- the Guide for applicants outlines the:
 - procedures to register and submit proposals online via the [EU Funding & Tenders Portal](#) ('Portal')
 - recommendations for the preparation of the proposal
 - explanation on the application form (Proposal Template (Part A and B)), which describes the project
 - overview of the cost eligibility criteria.

You are also encouraged to visit the [EACEA Agency website](#) to consult the list of projects previously funded:

1. Background

General background information about the Creative Europe programme can be found on the following [link](#).

This action is related to Article 15.1(d) of the Creative Europe Regulation.

2. Objectives — Themes & priorities — Activities that can be funded —

¹ Regulation No 1295/2013 of the European Parliament and of the Council of 11/12/2013 concerning the implementation of a programme of support for the European cultural and creative sector (CREATIVE EUROPE) and the corrigendum of the 27/06/2014¹, as well as on the 2019 annual work programme for the implementation of the Creative Europe Programme (C(2018) 6687 of 16 October 2018).

Expected impact

Within the specific objective to foster policy development, innovation, creativity, audience development and new business and management models through support for trans-national policy cooperation, the cross-sectoral strand of the Creative Europe Programme provides support to testing of new and cross-sectoral business approaches to funding, distributing and monetising creation.

In its proposal for Creative Europe post-2020 the Commission proposed establishing a Creative Innovation Lab for cross-sectoral collaboration and innovation. In this light, and drawing on the results of a recent workshop with stakeholders, pilot projects will be supported in 2020 which explore the potential for cross-sectoral collaboration in view of the Creative Innovation Lab, by supporting activities at the cross roads between different cultural and creative sectors, including audiovisual, and through the use of innovative technologies.

Activities that can be funded

Support will be given to projects:

- a) featuring new forms of creation at the cross roads between different cultural and creative sectors, including the audiovisual, and through the use of innovative technologies, including virtual reality,

or

- b) fostering innovative cross-sectoral approaches and tools to facilitate access, distribution, promotion and/or monetisation of culture and creativity, including cultural heritage.

The focus should be on the following aspects:

- problem solving approach and addressing challenges for the cultural and creative sectors
- audiences and the user experience are of paramount importance in scoping the problem
- technology is an enabler in addressing key problems, rather than an objective on its own
- support innovation as regards the creation, distribution and promotion of creative content
- addressing cross-sectoral collaboration as well as the use of enabling technologies is also an objective.

The proposal must be submitted by a consortium composed of at least 3 legal entities coming from 3 different countries participating in the Creative Europe Programme and presenting a diverse range of expertise across several cultural and creative sectors, including audiovisual.

The results of the undertaken actions should be shared with stakeholders and policy makers through the organisation of a public workshop and assessment of the impact of the action.

Expected impact

Through enhancing the cooperation among different cultural and creative sectors and through the use of new technologies, the action is expected to bring positive and

long-lasting effects on the production, access, distribution, promotion and monetisation of culture and creativity including cultural heritage.

3. Timetable & available budget

Time-table

Timing (planned)	
Publication:	December 2019
Opening for submission:	16 January 2019
Deadline for submission:	14 May 2020 – 17:00 CET
Evaluation:	June-September 2020
Information on evaluation result:	October 2020
Grant agreement signature:	November 2020
Starting date:	01 January 2021

Budget

The available call budget is **EUR 1.715.000**.

The availability of the call budget still depends on the adoption of the budget 2020 by the EU budgetary authority.

We reserve the right not to award all available funds or to redistribute them between the call priorities, depending on the applications received and the evaluation results.

4. Admissibility conditions

Admissibility

Applications must be submitted before the call deadline (*see time-table section 3*).

Applications must be submitted electronically via the Portal Electronic Submission System (accessible via the Call Topic page in the [Search Funding & Tenders](#) section). Paper submissions are no longer possible.

Applications (including annexes and supporting documents) must be submitted using the forms provided inside the Electronic Submission System (not the documents available on the Call Topic page — they are only for information).

Your application must be readable, accessible and printable and contain all the requested information and all required annexes and supporting documents (*see section 10*).

5. Eligibility conditions

Participants

In order to be eligible for a grant, the applicants must be:

- non-profit entities (private or public)

- public authorities (national, regional, local)
- international organisations
- universities
- educational institutions
- research centres or
- profit making entities.

Natural persons are not eligible except self-employed persons or equivalent (i.e. sole traders) where the company does not possess legal personality separate from that of the natural person.

Applications from legal entities established in one of the following countries are eligible:

- EU Member State (including overseas countries and territories (OCTs))
- eligible non-EU countries: see http://eacea.ec.europa.eu/creative-europe/library/eligibility-organisations-non-eu-countries_en

Special rules apply for entities from certain countries (*e.g. entities which are established in the Autonomous Republic of Crimea or the city of Sevastopol, entities established in countries covered by [Council sanctions](#), and entities covered by Commission Guidelines No [2013/C 205/05](#)*²). Such entities are not eligible to participate in any capacity, including as subcontractors or recipients of financial support to third parties under the grant (if any).

To prove eligibility, all applicants must register in the [Participant Register](#) — before the call deadline — and will be requested to upload the necessary documents showing legal status and origin later on.

Linked third parties (i.e. affiliated entities³ that participate in the project with funding, but do not become beneficiaries) are not allowed.

Entities composed of members may participate as 'sole beneficiaries' or 'beneficiaries without legal personality'⁴. If the action is in practice implemented by the members, they should however also participate (as beneficiaries, otherwise their costs will not be eligible).

For UK applicants: For UK applicants: Please note that until the United Kingdom leaves the EU, nothing changes with regard to the participation in EU programmes. Please be aware however that the eligibility criteria must be complied with for the *entire* duration of our framework partnerships/grants. If the United Kingdom withdraws from the EU during that period (without an agreement ensuring eligibility for UK beneficiaries), you will cease to receive EU funding or be required to leave the project on the basis of the contractual provisions on termination.

The ***minimum number of applicants*** is 3.

² Commission guidelines No [2013/C 205/05](#) on the eligibility of Israeli entities and their activities in the territories occupied by Israel since June 1967 for grants, prizes and financial instruments funded by the EU from 2014 onwards (OJEU C 205 of 19.07.2013, pp. 9-11). Note that these guidelines extend to third parties receiving financial support within the meaning of Article 204 EU Financial Regulation [2018/1046](#).

Applications must be submitted by a consortium complying with the following conditions:

- minimum 3 legal entities coming from 3 different eligible countries, and presenting a diverse range of expertise across several cultural and creative sectors, including audiovisual.

Applications by single applicants are NOT allowed.

Activities

Eligible activities are the ones set out in section 2 above.

Projects must include at least one audiovisual and new digital technology aspect to be implemented in at least one of the following areas: publishing, museums, performing arts and/or cultural heritage.

Financial support to third parties is not allowed.

Duration

Projects may not be longer than 18 months.

Activities should take place between 01.01.2021 and 30.06.2022.

6. Award criteria

Admissible and eligible applications will be evaluated and ranked against of the following award criteria:

- **Relevance and European added value:** This criterion evaluates the relevance of the content of the action, including European dimension vis-à-vis the objectives of the call for proposals (40 points)

This criterion will take into account:

- the relevance, degree of innovation and added-value of the project compared to the current situation of the markets (15 points)
- number and diversity of sectors (cultural and creative sectors, including audiovisual, other sectors including tech industry) covered by the action (10 points)
- the European dimension of the partnership, number and complementary nature of the linguistic areas and territories covered by the action (15 points).

- **Quality of the content and activities:** This criterion evaluates the quality of the proposed action, the adequacy of the methodology to the objectives, the feasibility and cost-efficiency (20 points)

This criterion will take into account:

- the quality, feasibility and cost/benefit of the proposed action, adequacy of the methodology to the objectives pursued by the project, including the market analysis, the target audience and target territories, the choice of the works and technology, the timing of the activities (15 points);
- feasibility and cost-efficiency of the project (5 points).

- **Impact and dissemination of project results:** This criterion assesses the dissemination of the project's results in view of ensuring the share of information / transparency, the impact of the support on the potential audience for cultural and creative goods and the strategies for developing the sustainability of the action (20 points)

This criterion will take into account:

- the impact of the project on the potential audience of European works (5 points);
 - the capacity to improve the relationships among the various sectors of the creative and cultural industries (including audiovisual) and beyond and to make the most of the potential benefits of innovative technology (5 points);
 - the methodology proposed for collecting, analysing and disseminating data in order to share and promote the results, to guarantee the transparency of the project, to propose an exchange of knowledge and best practices and optimise the visibility of the EU support (10 points).
- **Organisation:** This criterion will take into account the extent of the partnership, the exchange of knowledge within the partnership and the distribution of the roles and responsibilities vis-à-vis the objectives of the action (20 points)

This criterion will take into account:

- the quality of the project management plan, including the quality of the personnel involved and its governance structure (10 points);
- the adequacy of the track record of the team in relation to the objectives of the project (10 points).

Award criteria	Maximum score
Relevance and European added value	40
Quality of the content and activities	20
Impact and Dissemination of project results	20
Organisation of the project team and the grouping	20
Overall scores	100

Maximum points: 100 points.

The evaluation procedure is explained further in section 8.

7. Other conditions

Financial capacity

Applicants must have stable and sufficient resources to successfully implement the project and contribute their share. Organisations participating in several projects must have sufficient capacity to implement several projects.

The financial capacity check will be done by us on the basis of the documents you will be requested to upload in the [Participant Register](#) (profit and loss account and balance sheet for the last two closed financial years, or for newly created entities possibly the business plan; for applicants requesting more than EUR 750 000: audit report produced by an approved external auditor, certifying the accounts for the last closed financial year).

The analysis will take into account elements such as dependency on EU funding and deficit and revenue in previous years.

It will normally be done for all applicants, except:

- public bodies (entities established as public body under national law, including local, regional or national authorities) or international organisations
- if the individual requested grant amount is not more than EUR 60 000 (low-value grant).

If we consider that your financial capacity is not satisfactory, we may require:

- further information
- an enhanced financial responsibility regime, i.e. joint and several responsibility for all applicants (*see below, section 9*)
- pre-financing paid in instalments
- (one or more) pre-financing guarantees (*see below, section 9*)

or

- propose no pre-financing
- request that you are replaced or, if needed, reject the entire application.

 For more information, see [Rules on Legal Entity Validation, LEAR Appointment and Financial Capacity Assessment](#)

Operational capacity

Applicants must have the know-how and qualifications to successfully implement the project (including sufficient experience in EU/trans-national projects of comparable size).

This capacity will be assessed on the basis of the experience of the applicants and their project teams.

Applicants will have to show this via the following information in the Proposal Template (Part B):

- general profiles (qualifications and experiences) of the staff responsible for managing and implementing the project
- a description of the consortium participants
- the applicants' activity reports of last year
- a list of EU funded actions/projects for the last 4 years.

Additional supporting documents may be requested, if needed to confirm the operational capacity of any applicant.

Public bodies, Member State organisations and international organisations are exempted from the operational capacity check.

Exclusion

Applicants that are subject to an EU administrative sanction (i.e. exclusion or financial penalty decision)⁵ or in one of the following situations⁶ are excluded from receiving EU grants and can therefore not participate:

- bankruptcy, winding up, affairs administered by the courts, arrangement with creditors, suspended business activities or other similar procedures (including procedures for persons with unlimited liability for the applicant's debts)
- in breach of social security or tax obligations (including if done by persons with unlimited liability for the applicant's debts)
- guilty of grave professional misconduct⁷ (including if done by persons having powers of representation, decision-making or control, beneficial owners or natural persons who are essential for the award/implementation of the grant)
- committed fraud, corruption, links to a criminal organisation, money laundering, terrorism-related crimes (including terrorism financing), child labour or human trafficking (including if done by persons having powers of representation, decision-making or control, beneficial owners or natural persons who are essential for the award/implementation of the grant)
- shown significant deficiencies in complying with main obligations under an EU procurement contract, grant agreement or grant decision (including if done by persons having powers of representation, decision-making or control, beneficial owners or natural persons who are essential for the award/implementation of the grant)
- guilty of irregularities within the meaning of Article 1(2) of Regulation No 2988/95 (including if done by persons having powers of representation, decision-making or control, beneficial owners or natural persons who are essential for the award/implementation of the grant)
- created under a different jurisdiction with the intent to circumvent fiscal, social or other legal obligations in the country of origin or created another entity with this purpose (including if done by persons having powers of representation, decision-making or control, beneficial owners or natural persons who are essential for the award/implementation of the grant).

Applicants will also be refused if it turns out during the grant award procedure that they⁸:

- misrepresented information required as a condition for participating in the grant award procedure or failed to supply that information
- were previously involved in the preparation of grant award documents where this entails a distortion of competition that cannot be remedied otherwise (conflict of interest).

⁵ See Article 136(1) EU Financial Regulation [2018/1046](#).

⁶ See Articles 136(1) and 141(1) EU Financial Regulation [2018/1046](#).

⁷ Professional misconduct includes: violation of ethical standards of the profession, wrongful conduct with impact on professional credibility, false declarations/misrepresentation of information, participation in a cartel or other agreement distorting competition, violation of IPR, attempting to influence decision-making processes or obtain confidential information from public authorities to gain advantage.

 **IMPORTANT**

- **Coordinator & consortium** — The coordinator represents the consortium towards the EU. You must have agreement of the other members and their mandate to act on their behalf and will have to confirm this in your application. Moreover you will have to declare that the information in the proposal is correct and complete and that all participants comply with the conditions for receiving funding (especially, eligibility, financial and operational capacity, no exclusion, etc.) and have agreed to participate. Before signing the grant agreement, each participant will have to confirm this again by signing a declaration of honour (DoH). Proposals without full support will be rejected.

Linked third parties — Linked third parties are not allowed to participate.

- **Subcontractors** — Subcontracting is allowed, but subject to strict limits (*see section 9*).
- **Registration** — All applicants must register in the [Participant Register](#) — before the call deadline — and upload the necessary documents showing legal status and origin.
- **Completed/ongoing projects** — Applications for projects that have already been completed will be rejected; applications for projects that have already started will be assessed on a case-by-case basis (in this case, no costs can be reimbursed for activities that took place before proposal submission).
- **Balanced project budget** — Applicants must ensure a balanced project budget and sufficient other resources to implement the project successfully (*e.g. own contributions, income generated by the action, financial contributions from third parties*). You may be requested to lower your estimated costs, if they are ineligible (including excessive).
- **No-profit rule** — Grants may NOT give a profit (i.e. surplus of receipts + EU grant over costs). This will be checked by us at the end of the projects.
- **No double funding** — Any given action may receive only one grant from the EU budget. The project must therefore NOT receive any financial support under any other EU funding programme (including EU funding managed by authorities in EU Member States or other funding bodies, *e.g. Regional Funds, Agricultural Funds, EIB loans, etc.*). Cost items may NOT be declared twice under different EU actions.
- **Combination with EU operating grants** — Combination with EU operating grants is possible if the project remains outside the operating grant work programme and you make sure that cost items are clearly separated in your accounting and NOT declared twice. *See the Guide for applicants for the detailed cost eligibility conditions for indirect costs.*
- **Multiple applications** — Applicants may submit more than one application for *different* projects under the same call (and be awarded a grant for them).
Organisations may participate in several applications.
BUT: if are several applications for the *same/very similar* project, only one application will be accepted and evaluated; the applicants will be asked to withdraw one of them (or it will be rejected).
- **Language** — You can submit your proposal in any official EU language. However, for reasons of efficiency, we strongly advise you to use English. If you need the call documents in another official EU language, please submit a request within 10 days after call publication (for the contact information, *see section 10*).
- Applications that do not comply with all the call conditions will be **rejected**. This applies also to applicants: All applicants need to fulfil the criteria; if any one of them doesn't, they must be replaced or the entire proposal will be rejected.

8. Evaluation & award procedure

This call is subject to the standard submission and evaluation procedure (one-stage submission + one-step evaluation).

Applications will be checked for formal requirements (admissibility and eligibility) and then evaluated by an evaluation committee (assisted by independent outside experts) against the operational capacity and award criteria and then listed in a ranked list according to their quality score.

Unsuccessful applications will be informed about their evaluation result (*see timetable section 3*).

Successful applications will be invited for grant preparation.

IMPORTANT

- **No commitment for funding** — Invitation to grant preparation does NOT constitute a formal commitment for funding. We will still need to make various legal checks before grant award: legal entity validation, financial capacity, exclusion check etc.
- Grant preparation will involve a **dialogue** in order to fine-tune technical or financial aspects of the project and may require extra information from your side. It may also include adjustments to the proposal to address recommendations of the evaluation committee or other concerns. Compliance will be a pre-condition for receiving the grant.

9. Legal & financial set-up of the grants

If your project is selected for funding, you will be asked to sign a grant agreement (available on [Portal Reference Documents](#)).

This grant agreement will set the framework for your grant and its terms and conditions, in particular provisions on deliverables, reporting and payments.

Starting date & project duration

The project starting date and duration will be fixed in your grant agreement (art. 3). Normally the starting date will be after grant signature. Retroactive application can be granted exceptionally for duly justified reasons — but never earlier than the proposal submission date.

Project duration: 18 months (extensions will be possible only exceptionally, for duly justified reasons and with our agreement).

Activities should take place between 01.01.2021 and 30.06.2022.

Maximum grant amount, reimbursement of eligible costs & funding rate

All grant parameters (maximum grant amount, funding rate, total eligible costs etc.) will be fixed in your grant agreement (art. 5).

Project budget: Projects must request an EU contribution of at least 300 000 EUR

The grant awarded may be lower than the amount requested.

The grant will be a reimbursement of actual costs grant. This means that it will reimburse ONLY certain types of costs (eligible costs) and ONLY those costs you *actually* incurred for your project (NOT the *budgeted* costs).

The costs will be reimbursed at the funding rate fixed in the grant agreement (60%).

EU grants may NOT produce a profit. If there is a profit (i.e. surplus of receipts + EU grant over costs), we will deduct it from your final grant amount.

The final grant amount you will receive will therefore depend on a variety of criteria (*actual costs incurred and project income; eligibility; compliance with all the rules under the grant agreement, etc*).

Cost eligibility rules

For the cost eligibility rules, see the model grant agreement (art. 6) and the Guide for applicants.

Special cost eligibility rules for this call:

7% fixed flat-rate for indirect costs depreciation costs for equipment

financial support to third parties is not allowed

subcontracting of action tasks is subject to special rules and must be approved by us (either as part of your proposal or in a periodic/final report)

in-kind contributions against payment are allowed (in-kind contributions for free are not prohibited, but they are cost-neutral, i.e. cannot be declared as cost and will not be counted as receipts)

Reporting & payment arrangements

The reporting and payment arrangements will be fixed in the grant agreement (art. 15 and 16).

After grant signature, you will normally receive float to start working on the project (pre-financing of normally 60% of the maximum grant amount; exceptionally less or no pre-financing).

There will be no interim payments. At the end of the project, you will be invited to submit a report and we will calculate your final grant amount. If the total of earlier payments is higher than the final grant amount, we will ask you (your coordinator) to pay back the difference (recovery).

Deliverables

Standard deliverables will be listed in the grant agreement (art. 14). The project-specific deliverables will be listed in Annex 1.

Pre-financing guarantee

If we require a pre-financing guarantee, it will be fixed in your grant agreement (art 16.2). The amount will be fixed by us during grant preparation, and will be equal or lower than the pre-financing for your grant.

The guarantee should be in euro and issued by an approved bank/financial institution established in an EU Member State.

If you are established in a non-EU country and would like to provide a guarantee from a bank/financial institution in that country, please contact us (this may be exceptionally accepted, if it offers equivalent security).

Amounts blocked in bank accounts will NOT be accepted as financial guarantees.

The guarantee is NOT linked to individual consortium members. You are free to organise how the guarantee amount should be provided (by one or several beneficiaries, for the overall amount or several guarantees for partial amounts). The only thing that is important is that the amount we request is covered and the guarantee(s) are sent to us before the pre-financing (through the Portal) AND the original by post.

If agreed with us, the bank guarantee may be replaced by a joint and several guarantee from a third party.

The guarantee will be released at the end of the grant, in accordance with the conditions laid down in the grant agreement.

Special provisions

IPR rules: see model grant agreement (art. 19)

Promotion & visibility of EU funding: see model grant agreement (art. 22)

Cost rejection, grant reduction, recovery, suspension & termination

The grant agreement (chapter 6) provides for the measures we may take in case of breach of contract (and other violations of law).

Liability regime for recoveries

The liability regime for recoveries will be set out in your grant agreement (art. 28), i.e. either:

- limited joint and several liability with individual ceilings — each beneficiary up to *its* maximum grant amount
 - unconditional joint and several liability — each beneficiary up to the maximum grant amount for the *action*
- or
- individual financial responsibility — each beneficiary only for its debt.

10. How to submit an application?

All applications must be submitted electronically via the Portal Electronic Submission System (accessible via the Call Topic page in the [Search Funding & Tenders](#) section). Paper submissions are no longer possible.

The application will have 3 parts:

- **Part A** (to be filled in directly online) — contains administrative information about the applicant organisations (future coordinator and beneficiaries) and the summarised budget for the proposal
- **Part B** (to be filled out as word template and uploaded as PDF file) — contains the description of the action which covers the technical content of the proposal

- Annexes & supporting documents (to be uploaded as PDF files).

Mandatory **annexes & supporting documents** (directly available in the Submission System) for this call are:

- [detailed budget table CVs of core project team activity report of last 2 years.
- [.

The **submission process** is explained in the [Online Manual](#) (together with detailed instructions for the IT tool).

Contact

For questions on the Portal Submission System, please contact the [IT Helpdesk](#).

Non-IT related questions should be sent to the following email address: EACEA-MEDIA-BRIDGING@ec.europa.eu. Please indicate clearly the reference of the call for proposals and the topic to which your question relates (*see Call document cover page*).

 **IMPORTANT**

- **Consult** the Portal Call Topic page regularly. We will use it to publish updates and additional information on the call (call updates).
- **Don't wait** until the end.

Questions received later than 7 days before the call deadline cannot be answered.

We strongly advise you to complete your proposal sufficiently in advance of the deadline, to avoid any last minute technical problems. Any problems due to last minute submissions (*e.g. congestion, etc.*) will be at your risk. The call deadline will NOT be extended.

- Before submitting a proposal, all applicants must be **registered** in the [Participant Register](#) and obtain a participant identification code (PIC) (one for each applicant).
- By submitting their proposal, all applicants **accept**:
 - the terms and conditions of this call (as described in this Call document and the documents it refers to)
 - to use the electronic exchange system in accordance with the [Portal Terms & Conditions](#).
- After the call deadline, the proposal is locked and can no longer be changed.
- You may be contacted later on if there is a need to **clarify** certain aspects of your **proposal** or for the correction of clerical mistakes.
- You may be asked to submit **additional documents** later on (*e.g. for the legal entity validation, LEAR appointment and financial capacity check*).
- **Transparency** — Each year, information about EU grants awarded is published on the [Europa website](#). This includes:
 - the beneficiaries' names
 - the beneficiaries' addresses
 - the purpose for which the grant was awarded
 - the maximum amount awarded.

The publication can exceptionally be waived (on reasoned and duly substantiated request), if there is a risk that the disclosure could jeopardise the rights and freedoms under the EU Charter of Fundamental Rights or harm your commercial interests.

- **Data privacy** — The submission of an application under this call involves the collection, use and processing of personal data (such as name, address and CV). This data will be processed in accordance with Regulation [2018/1725](#). It will be processed solely for the purpose of evaluating your proposal (and subsequent management of your grant and, if needed, programme monitoring, evaluation and communication). Details are explained in the [Portal Privacy Statement](#).
- **Cancellation** — There may be circumstances which may require the cancellation of the call. In this case, you will be informed via a call update. Please note that cancellations are without entitlement to compensation.