

General Terms and Participation Conditions

12th European Wood-based Panel Symposium

30 September to 2 October, 2020
Grand Elysée Hotel Hamburg / Germany

Event Organizers

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Ticketing and payment service

Lombego Systems GmbH
Frauentorstr. 3
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1. General

1.1. These general terms and conditions are valid for the participation in and the thereby related ticket sales for the aforementioned event, organized by the aforementioned Organizers. Deviating terms and conditions of the participants are deemed invalid.

1.2. The Organizers reserve the right to carry out changes and supplements to this regulation. Such changes and supplements receive validity through publication on this Internet website.

2. Registration and conclusion of contract

2.1. The registration for participation in the event is exclusively possible via the conference management & ticketing platform Converia of the ticket partner Lombego Systems GmbH.

2.2. With the information provided on the website, the Organizers provide an offer for the conclusion of a purchase contract. The participant accepts this offer for conclusion of a purchase contract through complete execution of the ordering procedure and by clicking on the button »Complete registration« at the end of the order form. The effective acceptance of the offer by the participant requires that all necessary fields (marked with * respectively) in the order form have been completed and that these General Terms and Conditions have been accepted.

2.3. The contract for participation in the event shall only be deemed concluded once the ticketing partner has provided the participant with a written confirmation via E-Mail. Changes and/or supplements to the contract must be made in writing. This also applies to the annulment of the written form clause.

3. Prices

3.1. The price shown in the confirmation of participation is the final price and is binding for the participant.

3.2. All prices include the relevant value added tax where applicable. Additional delivery and/or dispatch charges do not apply unless specifically stated.

3.3. In the case of special prices for concessions (students) being granted, this shall be stated specifically. The concession shall only be granted upon presentation of valid proof (student ID). The proof must be produced prior to commencement of the event. If proof cannot be provided, the participant must, at commencement of the event, pay the difference between the concession price and the full price in order to obtain admittance to the event.

4. Payment

4.1 Payment shall be made using the methods stated on the website. Should this lead to additional charges, these shall be stated specifically. All prices and fees are due immediately upon conclusion of contract and not later than the day of the event.

4.2. In the case of payment via credit card (MasterCard, Visa), the participant will be asked to enter the card details during the payment process. The relevant credit card account will be debited during the following period to the sum of the ticket price including possible delivery charges. Please note that the following reference will be shown on the credit card invoice:

converia.de/ticketing Weimar DE

4.3. In the case of payment via bank transfer: should the participant fail to pay within 14 days of receipt of the invoice, the Organizers may withdraw from the contract. Should the Organizers withdraw from the contract, the participant shall thereby lose the right to participate in the event.

4.4. In the case of a payment being retracted (e.g. due to lack of funds in the account specified in the order), the participant shall be liable for all losses and expenses which may arise through the retraction of the payment. These include, in particular, the bank charges as well as a processing fee in the sum of 10.00 euros per retraction respectively for processing by the Organizers. In the case of an unwarranted retraction of payment via credit card, a processing fee of 50.00 euros shall be charged. In the case of payment retraction, the Organizers are entitled to withdraw immediately from the contract. The participant shall thereby lose the right to participate in the booked event. Further claims of the Organizers against the participant remain thereby unaffected.

5. Alterations, withdrawal/cancellation

5.1. Should the participant not wish to participate in the event, he is obliged to declare his withdrawal from the contract in writing or via E-Mail to the Organizers.

a) In the case of withdrawal of the application up until 15th September 2020, reimbursement of the registration fee minus €100 for administration costs shall occur.

b) In the case of cancellation at a later date, no reimbursement is possible.

5.2. If the registered participant is unable to attend the event, the participant has the possibility of naming, free-of-charge, a substitute person for participation.

6. Services

6.1. The scope of contractual performance in the context of the respective event is stated in the relevant information documentation, registration forms (where applicable) and the participation confirmation provided by the Organizers.

6.2. If services are not provided in accordance with the contract, the participant is entitled to remedial action. Defects must be reported immediately. Claims for reimbursement of the registration fee due to apparent non-provision of contractually-agreed service are to be submitted within 14 days following conclusion of the event.

6.3 The Organizers reserve the right to make changes to the content of the event program at short notice provided that this is necessary and that the subject of the event is thereby not restricted, and to appoint in exceptional cases substitute speakers. The participant shall be punctually informed of respective alterations.

6.4 Travel and accommodation are not included in the event offer. In the case of a contract partner not utilizing or only partially utilizing the offered services, no right to reimbursement of the registration fee exists.

7. Cancellation of the event / Change of date

7.1. In the case of too few participants or for other urgent reasons, the Organizers may postpone or cancel the event. This also applies to supporting and event programs.

7.2. In the case of cancellation of an event, the Organizers shall reimburse the payments made.

7.3. In the case of postponement, the participant is entitled to withdraw from the contract. The Organizers are obliged to immediately inform the contract partner via one of the addresses stated in the booking (via post, via E-Mail, by telephone, etc.) at their discretion. The transmission of such information shall be deemed sufficient. Any futile travel expenses, hotel reservations, etc., shall only be reimbursed by the Organizers if the non-information of the participant concerning cancellation of the event is due to gross negligence or intent.

7.4. In the case of cancellation, the registration fee shall be refunded in full within 14 days. The same applies for withdrawal of the participant due to the aforementioned reasons.

8. Copyright and other rights

8.1. The presentations and provided event documentation are protected by copyright and may only be used for personal use. Rights of usage shall only be transferred through the express written granting of usage rights. Reproduction, distribution, processing or public reproduction in any form is categorically not permitted or requires the written permission of the Organizers.

8.2. Sound and video recordings and descriptions of the event, the event results in whole or in part are not permitted or require the authorization of the Organizers.

9. Images/Photographs

9.1. Participants of the event grant their permission to the Organizers, irrevocably and without charge, to create, reproduce, transmit or have transmitted image and/or sound recordings of their persons within and beyond the scope of the event, in all forms of current and future media, as well as the use of these in audio-visual media.

10. Liability

10.1. The liability of the Organizers for contractual, quasi-contractual, legal, tortious or other legal grounds is excluded. The Organizers and their vicarious agents are not liable for disturbances of any kind which are caused by circumstances beyond their control.

10.2. In the case of damage, the Organizers shall only be liable if they or one of their vicarious agents have breached a fundamental contractual obligation (cardinal obligation) in a manner which endangers the purpose of the contract, or the damage is due to gross negligence or intent on the part of the Organizers or their vicarious agents. Should the culpable breach of a main contractual obligation occur without gross negligence or intent, the liability of the Organizers shall be limited to the sum of the

foreseeable damage and shall not exceed the participation price; furthermore, liability for consequential damages and indirect damages is excluded.

10.3. Liability for damage caused during travel to and from the event venue, as well as for losses and accidents, is excluded.

11. Data protection

11.1. The participant is able to visit the event website without leaving personal data. Personal data is only collected when the participant actively provides such information himself (e.g. through the use of services on the website such as the purchase of tickets or registering for the event, the sending of a message via the website or registering as a user of the website). Beyond such cases, no personal data shall be collected.

11.2. The data collected from participants by the Organizers for an event (e.g. during the purchase of tickets or registration for an event) shall be saved, modified and transmitted by the Organizers solely for the fulfillment of their own business purposes. This is necessary for the execution of the contract (e.g. for controlling entry at the event).

11.3. By agreeing to these Terms and Conditions, the participant declares: I hereby consent to my personal participant data being stored by the Organizers in machine-readable form and, within the framework of the intended purpose of the organization of the event, being collected, used, processed and made publicly-accessible via the list of participants of the event. I am able to mask this data directly in the participant overview following participant registration or to revoke it via E-Mail to the Organizer at any time.

12. Supplementary provisions

12.1. The Organizers would like to point out that in addition to their own General Terms and Conditions, the General Terms and Conditions for the use of the conference management & ticketing platform Converia from Lombego Systems GmbH by participants additionally apply and thus form an integral part of the aforementioned regulations. These are available via the following link: <http://express.converia.de/agb>

13. Final provisions

13.1. The laws of the Federal Republic of Germany shall apply, with the exception of the UN Convention on Contracts for the International Sale of Goods (CISG) and other legislation which is governed by German law due to or in execution of inter-governmental agreements or legislative supranational bodies insofar as they are not mandatory in nature. This also applies to claims arising from pre- and post-contractual obligations as well as legal claims which compete with contractual or pre- and post-contractual claims.

13.2. Should any provision of this contract be invalid or lose its validity as a result of circumstances arising at a later date, the validity of the remaining provisions shall remain unaffected. The invalid contractual provision shall be replaced by a provision which most

closely resembles that which the contracting parties would have wanted had they considered the matter in question. The same shall apply to omissions in this contract.

13.3. Place of performance is the domicile of the Fraunhofer-Gesellschaft.

13.4. Place of jurisdiction is, to the extent permitted by law, the domicile of the Fraunhofer-Gesellschaft.

As at: March 2019