

# Participation and cancellation policy

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# 1. Participation and cancellation policy for in-person events

## 1.1. Participation and cancellation policy for attendees

Unless stated otherwise in the product description, the contracting party for customers purchasing tickets for in-person events is Conexio-PSE GmbH, Kiehnlestr. 16, 75172 Pforzheim, Germany. Once we have received your registration, we will send you an email with your registration documents.

### 1.1.1. Payment by invoice

The attendance fees shall be due for payment without deduction upon receipt of the invoice. Please transfer the invoice amount before the date of the event. Admission to the event can only be granted if a transaction of payment to the specified bank account has been completed, or proof of payment can be provided.

Conexio-PSE GmbH reserves the right to make any changes for urgent reasons.

### 1.1.2. Discounts for students

The following provisions apply to student discounts: Students enrolled at an accredited university shall be eligible for the discounted student conference fee. Student discounts shall be granted at the organizers' discretion and proof of status (enrollment certificate or student ID) is required. Students will be sent a link or an email address which they can use to submit a scan of the proof for this purpose. In addition, they must present their original proof document at the door to receive

their name badge. Any discounts shall be requested at the time of registration; subsequent discounts will not be awarded.

#### 1.1.3. Cancellation

If the attendee cancels the registration up to 30 calendar days before the start of the event, we will not charge a cancellation fee. Return transfers of attendance fees that have already been paid are subject to a processing fee of €50 plus VAT. In the event of cancellation between 30 and 15 calendar days prior to the start of the event, we will charge a processing fee of €120 plus VAT. If attendees withdraw 14 calendar days or less prior to the start of the event, or in the event of non-attendance without withdrawal, the full attendance fee will be charged, unless evidence of a different amount of damages or expenses is provided. All cancellations must be made in writing. Admission to the event may be transferred to a substitute attendee at any time before the start of the event.

#### 1.1.4. Liability

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

#### 1.1.5. Still photos, videos and sound recordings

Please note that still photos, videos and/or sound will be recorded during the event, which may be published for the purposes of reporting, general public relations and advertising. If you do not consent to the creation and use of such recordings, please indicate this clearly.

Press photographers must obtain permission from the organizers. Photographs and sound recordings not intended for private use are prohibited; exceptions require the written permission of the conference host.

Conexio-PSE GmbH reserves the copyrights and all other rights to conference content, website content, databases and trademarks. The user is not allowed to copy content or make it available to third parties via the internet contrary to applicable copyright regulations.

#### 1.1.6. Prohibition of disclosure of personal attendee access data / account blocking in the event of multiple use or copyright infringement

The access data that you have received for download areas and similar internal areas of an event of Conexio-PSE are personalized, exclusively reserved for direct customers of Conexio-PSE and non-transferrable.

Should you pass your personal attendee access data on to third parties before, during or after the conference and/or pass on or duplicate downloaded data from closed areas or make prohibited recordings of videos, Conexio-PSE GmbH has the right to permanently and irrevocably invalidate your personal attendee access data.

In this case, your participant fee will not be refunded.

It is strictly forbidden for the user to copy content or make it available to third parties on the internet in violation of applicable copyright laws.

Conexio-PSE GmbH reserves the right to file charges, among others, for copyright infringement and violation of personal rights.

For the use of the download area, Conexio-PSE GmbH assumes no liability for the accuracy, completeness and timeliness of content, for unrestricted availability of the websites and the functions, content and offers therein. This also applies if interruptions or failures occur due to malfunctions and maintenance.

Please note the following supplementary information on the participation and cancellation policy for poster presenters, speakers, exhibitors and sponsors.

### 1.2. Supplementary participation and cancellation policy for poster presenters and speakers

The conference advisory / reviewing committee will evaluate the submitted abstracts and compile a program of lectures and scientific posters from the accepted proposals as well as additional invitations.

All accepted submissions will be published with equal coverage in the (digital) conference documentation / proceedings.

The conference advisory / reviewing committee reserves the right to accept or reject submissions for lectures or posters. Cancellations shall only be admissible for important reasons.

If speakers and poster supervisors of the submissions accepted by the conference advisory committee (one person per accepted submission) are automatically registered as conference attendees, they shall receive an invoice for the discounted attendance fee from Conexio-PSE GmbH. The complete General Terms and Conditions may already have been included in the call for papers and actively accepted when the submission was uploaded.

Any other agreements for speakers are subject to a separate speaker agreement.

Place of performance and jurisdiction is Pforzheim.

Complete submissions must be uploaded to the conference website by a deadline set and clearly communicated by the organizers and in accordance with the given requirements. Acceptance of the abstract does not guarantee acceptance of the paper for the conference literature / proceedings. All submissions must comply with the guidelines provided by the conference literature publisher and will be subject to a separate scientific review process. This review process includes the possibility of the paper being returned to the authors with a request for corrections/changes, or being rejected. Such corrections/changes shall be returned by the deadline provided, otherwise the paper will be rejected. Further information on the review criteria can be found on the conference website.

### 1.3. Supplementary participation and cancellation policy for exhibitors

Upon receipt of your registration as an exhibitor at Conexio-PSE GmbH's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the exhibition fee shall be due for payment without deduction upon receipt of the invoice. Participation as an exhibitor at Conexio-PSE GmbH's events will not be permitted until the exhibition fee has been paid.

Any exhibition fee payments made are non-refundable. Costs incurred from non-attendance, premature termination of the exhibition or participation in the event or problems accessing the conference platform shall not be refunded.

Termination of this agreement for any reason shall not affect any accrued rights or claims of either party to this agreement against the other.

A substitute exhibitor may only participate with Conexio-PSE GmbH's express permission.

If the conference cannot take place or is postponed due to events beyond the organizer's control (force majeure), if the conference is canceled by the organizer or if the online platform becomes inaccessible, the organizer may, at its sole discretion, determine and reimburse to the exhibitors the pro rata amount of the exhibition fees received that remains after deducting the costs incurred. In no event shall the amount of reimbursement to the exhibitor exceed the amount of the fee paid.

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The organizers shall only be liable for damage resulting from the violation of contractual obligations caused by gross negligence or intent. Liability shall be limited to the amount of the order sum from this exhibitor contract. The organizers shall not be liable for non-material damage. Neither party shall be liable or responsible for the actions of the other party in the performance of this agreement, in particular but not limited to any legal, financial or other obligations incurred by the other party in signing this agreement.

Irrespective of the above, the following provisions shall apply until the official public authorities lift the restrictions associated with the Covid-19 pandemic:

In the event of non-attendance without withdrawal, the full exhibition fee will be charged, unless evidence of a different amount of damages or expenses is provided. A substitute exhibitor may only participate with Conexio-PSE GmbH's express permission. If registration is canceled up to 6 weeks prior to the start of the event, we will not charge a cancellation fee.

In the event of later withdrawal, or non-attendance without withdrawal, the full exhibitor fee will be charged.

Should the exhibiting company introduce a short-notice change to its travel policy which was not in place when the exhibition was booked, cancellation will still be possible free of charge after the deadline of 6 weeks prior to the event. In this case, the company must present proof of its new travel policy.

#### 1.4. Supplementary participation and cancellation policy for sponsors

Upon receipt of your registration as a sponsor at Conexio-PSE GmbH's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the sponsorship fee shall be due for payment without deduction upon receipt of the invoice. Participation as a sponsor at Conexio-PSE GmbH's events will not be permitted until the sponsorship fee has been paid. In the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided. Cancellation is not possible.

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The organizers shall only be liable for damage resulting from the violation of contractual obligations caused by gross negligence or intent. Liability shall be limited to the amount of the order sum from this sponsorship contract. The organizers shall not be liable for non-material damage. Neither party shall be liable or responsible for the actions of the other party in the performance of this agreement, in particular but not limited to any legal, financial or other obligations incurred by the other party in signing this agreement.

Irrespective of the above, the following provisions shall apply until the official public authorities lift the restrictions associated with the Covid-19 pandemic:

If registration is canceled up to 6 weeks prior to the start of the event, we will not charge a cancellation fee.

If sponsors withdraw later, or in the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided. Should the sponsoring company introduce a short-notice change to its travel policy which was not in place when the sponsorship was booked, cancellation will still be possible free of charge after the deadline of 6 weeks prior to the event. In this case, the company must present proof of its new travel policy.

## 2. Participation and cancellation policy for digital events

### 2.1. Preamble

Conexio-PSE GmbH organizes digital conferences and exhibitions in order to provide attendees, speakers, sponsors and exhibitors with a platform for presenting content, contacting other parties and sharing knowledge.

Depending on the type of event, attendees are given the opportunity to enter virtual rooms to hear speakers' presentations, interact with speakers and other attendees, meet exhibitors in virtual exhibition halls and more.

The following participation and cancellation policy shall apply.

### 2.2. Participation and cancellation policy for attendees

Unless otherwise stated in the product description, the contracting party for customers purchasing tickets for digital events is Conexio-PSE GmbH, Kiehnlestr. 16, 75172 Pforzheim, Germany. Once we have received your registration, we will send you an email with your registration documents.

Students enrolled at an accredited university shall be eligible for the discounted student conference fee. Student discounts shall be granted at the organizers' discretion and proof of status (enrollment certificate or student ID) is required. Students will be sent a link or an email address which they can use to submit a scan of the proof for this purpose. Any discounts shall be requested at the time of registration; subsequent discounts will not be awarded.

#### 2.2.1. Prohibition of disclosure of personal attendee access data / account blocking in the event of multiple use or copyright infringement

Your attendee access data are personalized and non-transferrable, and may only be used by one device at any one time (irrespective of the IP address used). You shall therefore be responsible for keeping your personal attendee access data confidential in order to prevent the inadmissible multiple use of attendee access data.

Should your personal attendee access data be used simultaneously on more than one device during the conference, Conexio-PSE GmbH reserves the right to permanently and irrevocably invalidate your personal attendee access data. As a rule, Conexio-PSE GmbH will send a warning message to all users logged in with your personal attendee access data (without being obliged to do so) in order to exclude accidental multiple registrations.

Attendance fees shall only be refunded following an invalidation of your attendee access data if you can prove that you were not responsible for the multiple use.

The same applies to your access data that you have received for download areas and similar internal areas of an event of Conexio-PSE. These areas are exclusively reserved for direct customers of Conexio-PSE.

Should you pass your personal attendee access data on to third parties before, during or after the conference and/or pass on or duplicate downloaded data from closed areas or make prohibited recordings of videos, Conexio-PSE GmbH has the right to permanently and irrevocably invalidate your personal attendee access data.

In this case, your participant fee will not be refunded.

It is strictly forbidden for the user to copy content or make it available to third parties on the internet in violation of applicable copyright laws.

Conexio-PSE GmbH reserves the right to file charges, among others, for copyright infringement and violation of personal rights.

For the use of the download area, Conexio-PSE GmbH assumes no liability for the accuracy, completeness and timeliness of content, for unrestricted availability of the websites and the functions, content and offers therein. This also applies if interruptions or failures occur due to malfunctions and maintenance.

#### 2.2.2. Payment by invoice

The attendance fees shall be due for payment without deduction upon receipt of the invoice. Please transfer the invoice amount before the date of the event. Conexio-PSE GmbH reserves the right to block your access to the web portal for digital conferences and webinars if your invoice has not been paid.

#### 2.2.3. Cancellation

Registration may be canceled free of charge until 48 hours prior to the start of the digital conference or webinar. Return transfers of attendance fees that have already been paid are subject to a processing fee of €30 plus VAT. If attendees withdraw after this deadline has passed or after the start of the digital conference/webinar, or do not attend the event without canceling, the full attendance fee will be charged, unless evidence of a different amount of damages or expenses is provided. All cancellations must be made in writing. Admission to the event may be transferred to a substitute attendee at any time before start of the conference.

#### 2.2.4. Liability

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

#### 2.2.5. Video and sound recordings

Please note that video and/or sound recordings of digital events will be made, which may be published for the purposes of reporting, general public relations and advertising.

Press photographers must obtain permission from the organizers. Photographs and sound recordings not intended for private use are prohibited; exceptions require the written permission of the conference host.

Conexio-PSE GmbH reserves the copyrights and all other rights to conference content, website content, databases and trademarks. The user is not allowed to copy content or make it available to third parties via the internet contrary to applicable copyright regulations.

Please note the following supplementary information on the participation and cancellation policy for poster presenters, speakers, exhibitors and sponsors.



### 2.3. Supplementary participation and cancellation policy for poster presenters and speakers

The conference advisory / reviewing committee will evaluate the submitted abstracts and compile a program of lectures and scientific posters from the accepted proposals as well as additional invitations.

All accepted submissions will be published with equal coverage in the (digital) conference documentation.

The conference advisory / reviewing committee reserves the right to accept or reject submissions for lectures or posters. Cancellations shall only be admissible for important reasons.

If speakers and poster supervisors of the submissions accepted by the conference advisory / reviewing committee (one person per accepted submission) are automatically registered for the digital conference/webinar, they shall receive an invoice for the discounted attendance fee from Conexio-PSE GmbH.

The complete General Terms and Conditions may already have been included in the call for papers and actively accepted when the submission was uploaded.

Any other agreements for speakers are subject to a separate speaker agreement.

The set-up and design of the information and documents required for the digital poster stand shall be the poster presenter's responsibility. Any graphic design services which may be necessary and which are commissioned shall not be part of Conexio-PSE GmbH service offerings and must be paid for by the poster presenter. Poster presenters may receive their own digital access to the poster display; in this case, setting up the poster is not part of Conexio-PSE's service offerings and is not part of the agreement.

Place of performance and jurisdiction is Pforzheim.

If required, complete submissions must be uploaded to the conference website by a deadline set and clearly communicated by the organizers, in both PDF and Word format and, if requested, in mp4 format.

Acceptance of the abstract does not guarantee acceptance of the paper for the conference literature / proceedings. All submissions must comply with the guidelines provided by the conference literature publisher and will be subject to a separate scientific review process. This review process includes the possibility of the paper being returned to the authors with a request for corrections/changes, or being rejected. Such corrections/changes shall be returned by the deadline provided, otherwise the paper will be rejected. If an extra publication fee is charged, this fee will have to be paid during paper upload and is non-refundable.

Further information on the review criteria can be found on the conference website.

### 2.4. Supplementary participation and cancellation policy for exhibitors

Upon receipt of your registration as an exhibitor at Conexio-PSE GmbH's digital events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the exhibition fee shall be due for payment without deduction upon receipt of the invoice. Participation as an exhibitor at Conexio-PSE GmbH's events will not be permitted until the exhibition fee has been paid. In the event of non-attendance without withdrawal, the full exhibition fee will be charged, unless evidence of a different amount of damages or expenses is provided. A substitute exhibitor may only participate with Conexio-PSE GmbH's express permission. If registration is canceled up to 2 weeks prior to the start of the event, we will not charge a cancellation fee. In the event of later withdrawal, or non-attendance without withdrawal, the full exhibitor fee will be charged. Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The set-up and design of the digital exhibition booth shall be the exhibitor's responsibility. Any graphic design services which may be necessary and which are commissioned shall not be part of Conexio-PSE GmbH service offerings and shall be paid for by the exhibitor. Exhibitors shall receive



their own digital access to the exhibition booth; setting up the exhibition booth is not part of Conexio-PSE's service offerings and not part of the agreement.

## 2.5. Supplementary participation and cancellation policy for sponsors

Upon receipt of your registration as a sponsor at Conexio-PSE GmbH's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the sponsorship fee shall be due for payment without deduction upon receipt of the invoice. Participation as a sponsor at Conexio-PSE GmbH's events will not be permitted until the sponsorship fee has been paid. In the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided. Cancellation is not possible. Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The set-up and design of the provided digital exhibition booth shall be the sponsor's responsibility. Any graphic design services which may be necessary and which are commissioned shall not be part of Conexio-PSE GmbH service offerings and shall be paid for by the sponsor. Sponsors shall receive their own digital access to the exhibition booth; setting up the exhibition booth is not part of Conexio-PSE's service offerings and not part of the sponsorship contract.

### 3. Participation and cancellation policy for competitions, prize draws and discount campaigns

#### 3.1. Preamble

This participation policy governs the participation by participants in all competitions, prize draws and discount campaigns (hereinafter referred to as Promotion) by Conexio-PSE GmbH, Kiehnlestraße 16, 75172 Pforzheim, Germany (hereinafter referred to as Organizer) as well as the collection and use of data provided by participants. Participants agree to this participation policy by participating in the Promotion.

#### 3.2. Participation policy for Promotions

Information on the start and the duration of a Promotion will be provided respectively.

Employees of the Organizer and employees of cooperation partners tasked with the creation or organization of the Promotion shall be excluded.

Information on the prizes or discounts offered will be given for each individual Promotion.

#### 3.3. Organization

Payment/partial payment of the prize/discount in cash, the exchange or transfer of the prize/discount to other persons or other events is not possible.

The prize/discount relates to a specific event and cannot be transferred to the following year's event of the same name.

Participants in the Promotion will be notified of the prizes/discounts by email to the email address provided without undue delay. Participants will receive a personal code for redeeming the ticket/discount won at the respective event's ticket shop.

If a winner has not redeemed the code by the time the event takes place, the code will expire without entitlement to extension, payment or transfer.

#### 3.4. Capacities and disclaimer of warrantee

The Organizer hereby points out that prizes and discounted tickets are subject to limited availability. The limited availability depends on the actual capacity of the room, organizational issues and/or the Organizer's financial calculation.

The Organizer has the express right to set a limited number of prizes/discounts for advertising and discount campaigns.