

## WebExpo Terms and Conditions

We are WebExpo s.r.o. with its registered office at Pod Zemankou 1337/4, Braník, Prague 4, 147 00, ID No. 246 61 104, which is registered in the Commercial Register run by the Municipal Court in Prague, file No. C 164195.

Our contact details are:

e-mail: info@webexpo.net

phone Nr.: + 420 777 319 299

Our event is designed primarily for IT and marketing professionals.

### 1. OUR CONFERENCE

1. You can book your ticket to the event via the purchase form on our website.
2. You can book the event for more than one person.
3. Once you have successfully registered, we will send payment instructions to your email address. Please understand that if you do not pay for your tickets by the due date (within 14 days of issue), your booking will be cancelled.
4. Tickets are to be paid in advance. Tickets will be sent to your email address after we receive your payment.
5. Ticket prices include VAT.
6. Tickets cannot be cancelled.
7. Tickets are name-bound. If you need to change a participant, please contact us.
8. In exceptional cases, we may change the date or location of the event. If this happens, we will contact you at the email address you have provided. If the new venue or date does not suit you, we will refund the price paid.
9. In the event of events that prevent us from holding the event offline (e.g. illness, epidemic, other so-called force majeure), we may hold the event in an online format. Likewise, changes to the program may occur. In this case, the price and the conditions of participation and cooperation will not change. This change is not considered a change of venue.
10. All materials you receive at the event or during the program are for your personal use. Please use the materials in a manner that will not infringe copyright.
11. We do not allow attendees to film or stream the event, primarily to protect the personal and copyright rights of the speakers.
12. In exceptional cases (e.g. pandemics etc.) we may impose exceptional hygiene measures. If you do not comply with these hygiene measures, we may deny you access to the event without refund of the ticket price.

### 2. SERVICE COMPLAINTS

1. We always strive to provide the highest quality content and services. However, things can go wrong. In this case, please contact us at the above email or phone number.
2. Tell us what you see as the defect and how you would like us to resolve the complaint (replenishment, discount, refund).

3. The complaint will be governed by the Czech law, especially the Czech Civil Code.
4. We will always get back to you as soon as possible with a proposed solution. We will deal with the complaint within 30 days at the latest.
5. We ask for your understanding that we consider only objectively incorrectly provided service to be a defect. This means that we have not fulfilled the promised objective parameters in accordance with these terms and conditions and your order. The reason for the complaint is not that the service provided does not meet your subjective expectations.

### **3. INFORMATION FOR THE CONSUMERS**

1. If you are purchasing tickets as a consumer, please note that, exceptionally, it is not possible to withdraw from the purchase (this is a contract for the use of leisure time, where the provision of the service is tied to a specific date).
2. According to Act No. 634/1992 Coll., on Consumer Protection, as amended, you have the right to an out-of-court settlement of a consumer dispute arising from a contract. In such a case, you can contact the Czech Trade Inspection Authority (Central Inspectorate - ADR Department, Štěpánská 44, 120 00 Prague 2, email: [adr@coi.cz](mailto:adr@coi.cz), website: [adr.coi.cz](http://adr.coi.cz)). Out-of-court resolution of a consumer dispute is initiated only at your request, in the event that you have not been able to resolve the dispute directly with us. The application must be filed within 1 year from the date on which you first exercised your right in dispute with us. You have the right to initiate out-of-court dispute resolution online via the ODR platform available at [ec.europa.eu/consumers/odr/](http://ec.europa.eu/consumers/odr/).
3. You are responsible for all costs incurred by you for the use of means of communication in connection with the negotiation of the contract and the creation of the order. However, these costs do not differ from the basic rate and are not charged by us.

### **4. FINALLY**

1. Our relations are governed by Czech law. The Czech courts shall have jurisdiction over any disputes.
2. We may change or amend the Terms and Conditions. A contract that we have entered into under the previous version shall continue to be governed by the previous version of the Terms and Conditions.

In Prague, 1st January 2024