

## Event organizer / event responsibility:

Deutsche Welle  
Kurt-Schumacher-Str. 3  
D-53113 Bonn  
Germany  
Email: info(at)dw.com  
Website: www.dw.com  
VAT ID: DE123052407

Party operating the ticket store on behalf of the organizer:  
event it AG  
Pelikanplatz 7-9  
D-30177 Hanover  
Germany  
Email: info(at)eventit.ag  
Website: www.eventit.ag

## General Terms and Conditions of event it AG for the online purchase of tickets

### 1. General information

event it AG, Pelikanplatz 7-9, 30177 Hanover (hereinafter referred to as **event it**), acting as a ticketing service provider conferred with the authority to conclude contracts, sells tickets for the events offered online on behalf and for the account of the respective organizer. event it is not the organizer of the events offered. These events are conducted by the respective organizer, who is also the issuer of the tickets. By ordering tickets, the customer commissions event it with the task of handling the ticket purchase, including the associated shipping and payment processes, on behalf of the organizer. The processing of the ticket purchase is exclusively subject to these General Terms and Conditions of event it (hereinafter referred to as **GTC**).

### 2. Contractual basis

By purchasing a ticket, contractual relationships in connection with participation in the event are established exclusively between the ticket purchaser (hereinafter referred to as the **Customer**) and the respective organizer. The offer to conclude a contract is made by the Customer when placing the ticket order online. With the sale or dispatch of the ticket, the ticket or event contract with the respective organizer is concluded and brokered by event it. Separate terms and conditions of the respective organizer may apply to participation in the event.

### 3. Conclusion of contract

3.1 The presentation of the offers in the online shop does not constitute a legally binding offer, but rather an invitation to the Customer to submit an offer. The ticket offers in particular are not binding and subject to availability.

3.2 By clicking on the button "Pay now", the Customer, after having gone through the ordering process and entered the required information, submits a binding offer for the conclusion of a contract with regard to the orders in the electronic shopping cart. Before submitting the order, the Customer can change and view the data at any time.

However, the offer can only be submitted and transmitted if the Customer previously accepts these contractual conditions.

3.3 A contract is only concluded upon event it's written order confirmation or upon the delivery of the tickets.

3.4 The contents of the contract based on these GTC will be stored electronically by event it after the conclusion of the contract and sent to the Customer by email. Prior to placing an order, the Customer can retrieve and save these GTC via the link in the online shop or the link in the order confirmation.

### 4. Prices and fees

4.1 All prices quoted in the event it online shop include the applicable statutory value added tax. The individual prices as well as the total price of the order are displayed to the Customer in the online shop during the ordering process.

4.2 All services provided by event it in the name of and for the account of the organizer in order to execute the ticket purchase between the Customer and the organizer are included in the total price. This total price and its compositions as well as the statutory value added tax included therein, are indicated in the electronic shopping cart compiled by the Customer during the online purchasing process. If the organizer provides for a separate levying of fees, different fees may be charged depending on the Customer's choice regarding certain services, such as shipping or payment methods. In the online booking process, the Customer confirms the final ticket prices and fees listed in the shopping cart by clicking on the order button.

### 5. Payment and delivery

5.1 The total price is due for payment immediately after conclusion of the contract. event it collects customer payments in its own name and for the account of the respective organizer. As a rule, payments made via the service provider stripe.com, by credit card (Visa, MasterCard and American Express), or Klarna Pay now, are free of charge. The Customer's account is charged upon acceptance of the order. event it has the right not to offer certain payment methods for specific events. An exception to this is the SEPA direct debit payment method. As long as and to the extent that one other free-of-charge payment option is available to the Customer, event it may also waive the SEPA direct debit payment method.

5.2 Where hybrid and face-to-face events are concerned, the Customer will, depending on the organizer's specifications, be informed during the ordering process about the type of the tickets availability (print@home (printout via the order confirmation email) including mobile ticket, collection at the cash desk registration desk (only if this type of delivery method is activated by the organizer). For digital events, the Customer will receive the access code / access data by email.

### 6. Ticket purchase and resale, exchange

6.1 Tickets are sold exclusively to end customers. The commercial resale of tickets is only permitted with the explicit written consent of event it.

6.2 Tickets cannot be exchanged.

## **7. Participation in events**

7.1 Participation in an event is only possible subject to presenting a valid ticket. The presentation of an order confirmation or an invoice is not sufficient for this purpose.

7.2 Where digital events are concerned, the transmitted access data must be kept secret by the Customer. The Customer redeems the transmitted temporary access data for the digital event as described in the confirmation email and then receives an individualized access code. If the Customer loses the transmitted temporary access data before using them, these can be sent to him again. The temporary access code can only be individualized once. If the individualized access code is lost, it cannot be replaced. The transmitted temporary access data cannot be sent again after they have been entered and the individualized access code created. The Customer has no claim to participation in the event or reimbursement of the ticket in the event of loss or misuse.

7.3 Where attendance events are concerned, the Customer is responsible for ensuring that the barcode is legible at the time at which the ticket is checked at the entry point. The Customer is under obligation to keep the ticket protected against duplication by third parties. In the event of loss and/or misuse of the ticket by the Customer, the Customer shall have no claim to participation in the event or reimbursement of the price.

## **8. Warranty**

Warranty claims of the Customer regarding the provision of services brokered by event it on behalf of the respective organizer only exists vis-à-vis this organizer. In particular, event it is liable neither for the execution of the event nor for the reimbursement of ticket prices in the event of cancelled or postponed events. event it is also not liable for damages resulting from such events.

## **9. Postponement or cancellation of an event**

Where an event is cancelled or postponed, any claims of the Customer shall be brought directly against the respective organizer. There is no claim for the return of the ticket by event it. event it will, however, try to settle the matter in the interest of the Customer. If event it agrees to take back tickets in individual cases, this applies only to those tickets that were purchased at event it. Any shipping and service fees will not be refunded.

## **10. Limitation of liability**

10.1 event it shall be liable for a culpable breach of essential contractual obligations according to the statutory provisions. Essential contractual obligations are obligations that characterize the typical contractual purpose of the contract, the fulfillment of which is essential for the proper execution of the contract and on the compliance with which the Customer may regularly rely. To the extent that event it is not guilty of gross

negligence or intent, event it shall only be liable for typically occurring, foreseeable damages.

10.2 In all other cases, event it shall be liable if event it or one of event its vicarious agents has caused damage intentionally or grossly negligently. Where a guarantee has been assumed or in the event of damages resulting from injury to life, body or health, event it shall be liable according to the statutory provisions. Apart from that, claims for damages resulting from breaches of duty against event it are excluded.

10.3 Liability pursuant to the German Product Liability Act (Produkthaftungsgesetz) remains unaffected.

## **11. No right of withdrawal for ticket purchases**

Pursuant to Section 312g (2) sentence 1 No. 9 German Civil Code (BGB), consumers do not have the right to withdraw from contracts for the provision of services related to leisure activities if such contracts provide for a specific date or period of performance. Therefore, if event it offers services in the field of leisure activities on behalf of organizers, in particular tickets for events, no right of withdrawal exists. Each ticket order thus immediately becomes binding upon being confirmed by event it on behalf of the respective organizer, obliging the ordering party to accept delivery of and pay for the ordered tickets without undue delay.

## **12. Dispute resolution**

The EU Commission's platform for online dispute resolution (OS) is available at: <https://ec.europa.eu/consumers/odr>. The email address of event it is: [in-fo@eventit.ag](mailto:in-fo@eventit.ag). event it is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board.

## **13. Final clauses**

13.1 The legal relationship between event it and the Customer is subject to German law. The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall not apply. If the Customer is a consumer pursuant to Section 13 German Civil Code (BGB) and resident within the European Union, the law of the Customer's place of residence may also be applicable, if and to the extent that mandatory consumer law provisions are concerned.

13.2 If the Customer is an entrepreneur as per Section 14 German Civil Code (BGB), then the sole place of performance for delivery, service and payment is event it's registered office. If the Customer is a merchant, a legal entity under public law or a special fund under public law, then event it's registered office is the exclusive (also international) place of jurisdiction for all disputes arising directly or indirectly from the contractual relationship. Where cross-border contracts are concerned, this also applies to non-merchants. event it nonetheless reserves the right to assert its own claims at the Customer's general place of jurisdiction.

## 1. Registration

1.1 Online registration via the Event website is required for participation in the DW Global Media Forum 2022 (hereinafter referred to as **event**). This applies to all event attendees, including invited speakers, contributors, moderators, members of the press, guests and employees of Deutsche Welle (DW).

- Regular registration: After completing the online registration form and paying the registration fee, these event participant type will receive an automatic email confirmation and an invoice indicating the registration fee.
- Fee-exempt registration: Those event participants exempt from registration fees previously received a direct invitation from DW Events. After completing the online registration form, these event participants will receive an automatic email confirmation. This e-mail serves as a voucher for the event for all fee-exempt registrants.

1.2 The organizer reserves the right to amend or deny registrations as it deems fit.

1.3 All participants will receive an individual badge with a photo on-site, which must be worn throughout the duration of the event. The badge is valid exclusively for registered participants and is not transferable.

1.4 Participant registration is handled by event it on behalf of the Organizer. For additional information about registration, please contact:

event it AG

Pelikanplatz 7-9

D-30177 Hanover

Germany

Email: [info\(at\)eventit.ag](mailto:info(at)eventit.ag)

Website: [www.eventit.ag](http://www.eventit.ag)

## 2. Costs

### 2.1 Registration fees

	2-Day Conference Pass	Virtual Conference Pass
Early Bird Special (Until May 10, 2022)	€199	–
Standard (From May 11, 2022)	€299	€49
Students	€89	–
Dinner Cruise along the Rhine River Valley	Included	–

All fees are given in Euros and include 19% tax.

Payment for early registration must be completed by latest May 10, 2022. After this date, the regular registration fee will apply.

2.2 Registration fees are waived for members of the press who have a valid press identification card and accreditation from the event. Students wishing to pay the reduced registration fee must provide a valid student identification card. The necessary information and further procedure are requested and explained during the registration and onboarding process.

2.3 Event participants are responsible for their own travel, accommodation and other related expenses. The organizer recommends that accommodation be booked and reserved at your earliest convenience.

2.4 During the event held June 20-21, 2022, the participant name badge also serves as a ticket in combination with your ID for the public transport system within the Bonn city region.

2.5 While attending the Event, kindly note that you bear the risk of personal injury or loss of property and/or luggage. We strongly recommend that you take out insurance when making your travel arrangements. The insurance policy should cover reimbursement of registration fees in the case of cancellation, accident, loss or damage to personal property, as well as health insurance. The insurance should also cover any financial losses regarding accommodation and travel scheduling due to service disruptions arising from insolvency, strikes or other labour disputes.

## 3. Privacy Protection

3.1 The organizer, DW and event it use secure technologies to ensure the protection of sensitive data. All information provided for the registration will be managed via SSL-secured Server Systems and also stored on SSL-secured Server Databases for further processing in accordance with the applicable legal regulations in order to maintain contact and to send out future invitations. The data provided for registration can only be accessed by authorized staff members of the Organizer, DW and event it who are responsible for technical, financial or editorial processing via the server. Personal data will not be passed on to any other party and will not be used for marketing purposes. An official list of participants will be published for the event, including full name, organization, e-mail address and country of origin. If you wish for your data to be included on the list, please check the appropriate box on the registration form.

3.2 Photos will be taken during the event. By attending the conference, you agree to photographs of you being taken, which may be published by the organizer and/or DW for public relations purposes or reporting on the event.

3.3 For security purposes, a photo of each participant will be taken during the Global Media Forum and printed on the registrant's badge. The picture will be used exclusively for the declared purposes. Any other use will be dependent on the individual's repeated obtained consent.

3.4 The consent given to use the participant's picture for the Event's registration purposes may be revoked at any time. If a participant revokes consent for his or her photo, however, the participant will not be able to take part in the event, as a badge without a photo will not comply with safety requirements set by DW.

To revoke consent for photo use, please send an email to [gmf.registration@dw.com](mailto:gmf.registration@dw.com).

#### **4. Legal Disclaimer**

4.1 The organizer shall not be liable for damages that occur to you in connection with your attendance at the event, except for those damages resulting from intent or gross negligence, including damages resulting from injury to life, body or health. In case of ordinary or slight negligence, the organizer shall be liable only for a breach of its material contractual obligations.

4.2 To the extent permitted by law, (i) the Organizer shall not be liable for any lack of commercial success, lost profits and indirect damages, and (ii) liability in accordance with the above clauses shall be limited to damages that are typical as well as foreseeable to the organizer at the time of registration of the participant.

4.3 The organizer reserves the right to change the program, related activities, topics and participating speakers as it deems fit. The organizer is not liable for losses incurred by cancellation of the event as a result of circumstances beyond its control. Such circumstances include, for example: war, terrorism, hijackings, uprisings, laws or government regulations, denial of visa issuance, travel delays or difficulties, insolvency of airline companies and strikes. The organizer will take all reasonable steps to proceed with the event in spite of such circumstances.

4.4 All contractual relations between you and the organizer shall be governed and construed solely by the laws of Germany. Place of jurisdiction is Bonn, Germany.

#### **5. Contact**

For more information about registration please contact:

##### **Registration Office**

event it AG

e-mail: [gmf.registration@dw.com](mailto:gmf.registration@dw.com)

Tel.: (+49) 511 866 846 132 (open 24h from June 18, 19 and 22, 2022)

##### **Conference Secretariat**

Deutsche Welle – Events

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