

GENERAL TERMS AND CONDITIONS

for participating in events.

ARTICLE 1 APPLICABILITY

1. These general terms and conditions apply to all events organised by PINO Evenementen & Congressen on behalf of, commissioned by or in cooperation with Gemeente Utrecht
2. with regard to the offer to register for, registering for, the payment for, and participation in the event that was agreed upon with the participant (online or through email, fax, or regular mail).
3. Deviations from and/or additions to these general terms and conditions are only valid if agreed upon in writing.
4. Should any (part of a) stipulation in the present terms and conditions be declared null and void, the other stipulations will remain unaffected.

ARTICLE 2 DEFINITIONS

1. PINO Evenementen & Congressen (hereinafter: PINO), entered into the Trade Register of the Dutch Chamber of Commerce under no. 34117713, is the publisher and/or initiator and/or organiser of an event, possibly in that matter acting on behalf of a third party.
2. Participant: a natural person or legal entity with whom an agreement was concluded regarding participation in an event.
3. Event: a conference, symposium, seminar or any other kind of (business) event organised by PINO.
4. Agreement: a written registration of a participant for a certain event. This registration can only be valid if concluded in writing by email, fax or regular mail, or through an online registration form linked to the event's official website.
5. Course fee: the participant's agreed-upon contribution for participation in an event.

ARTICLE 3 PAYMENT OBLIGATIONS AND AGREEMENT

1. The participant incurs a binding obligation to pay the course fees at the moment that the agreement is concluded, i.e., when the participant registers for an event, unless PINO decides not to accept their registration.
2. The participant is only entitled to attend the event once the full course fee amount has been received by PINO or by its third-party payment processor Stichting Dergengelden Congresbureau (Dutch Trade Register no. 53382641).

3. The participant expressly authorises PINO to process and retain the (personal) information provided by the participant. PINO will handle this information with the utmost care and the information will never be provided to third parties without the participant's express prior permission, save for provision of the information in analogue form to sponsoring partners of the event in question and to the direct stakeholders as co-organiser or facilitator of the meeting.

ARTICLE 4 PAYMENT COURSE FEE

1. After concluding the agreement, PINO will send the participant an invoice for the course fee owed for participation in the event. The invoice will stipulate a payment deadline before which the full payment must have been received. If an invoice does not include such a payment deadline, the payment term will be thirty days counted from the date of invoice. If the participant fails to pay the amount in time, they will be considered to be in default.
2. In case of a failure to pay the full owed amount (in time), the participant will also owe PINO all additional costs and expenses that the company and/or its third-party service providers incurred in the collection of the amount.
3. The participant is not permitted to suspend payment or to settle any amounts against each other.
4. Invoices and all correspondence will be sent to the (email) address provided by the participant.
5. The invoice will comply with all statutory requirements and will include all information provided by the participant during their registration (such as SAP, PO and obligation numbers). If the participant (or their finance department) cannot process the invoice or returns the invoice with the request to adjust it, PINO will be entitled to charge an additional € 25.00 (ex. VAT) administration fee. These circumstances will not affect the payment obligation or the payment deadline.
6. The participant will not be entitled to participate in the event if the course fee has not been paid when the event begins. This will not affect their payment obligation. In such cases, the participant will only be admitted to the event after they have paid the full amount by debit card. Please note that cash or credit card payments are not possible at the

venues. Whether the course fee has been paid will be established by PINO using the information available on its online banking platform.

7. Should it turn out that the participant ended up paying the course fee more than once, the excess amount will be refunded by bank transfer after the event.

ARTICLE 5 CANCELLING PARTICIPATION and/or UNABLE TO ATTEND

1. The participant can cancel their registration for the event free of charge up to four weeks prior to the date of the event.
2. A cancellation between four and two weeks prior to the event, the participant will be entitled to a refund of 50% of the registration fee.
3. The participant cannot cancel their registration for the event less than two weeks prior to the date of the event – in such cases, PINO will charge the participant 100% of the course fee. If the participant is unable to attend, they may let another person attend in their place, with due observance of the written notification requirements described below.
4. Cancellation can be communicated to PINO in writing. You will receive a confirmation of receipt.
5. Participants are not entitled to a refund if they do not attend the (entire) event; any existing payment obligations will remain unaffected.

ARTICLE 6 CHANGES TO THE PROGRAMME, VENUE OR DATE, CANCELLATION

1. Circumstances may force changes to the programme, the speakers and/or other aspects of the event. The capacity of event sessions may be limited, causing the organisation to place the participant in another session. This will not entitle the participant to a refund or to terminate the agreement.
2. It is possible that the event venue is changed. This will not entitle the participant to a refund or to terminate the agreement.
3. It is possible that the date of the event is changed. This will entitle the participant to a refund or to terminate the agreement.
4. It is possible that the event is cancelled. This will entitle the participant to a refund or to terminate the agreement.

ARTICLE 7 LIABILITY

1. PINO cannot be held liable for the accuracy and/or completeness and/or the contents and/or the purport of the information provided during the

event, but PINO strives to provide sound and accurate information regarding the contents of the event on the event website and possibly through other channels.

2. PINO cannot be held liable for the situations described in Article 6 of these general terms and conditions.
3. PINO does not accept any liability arising from the conclusion of the agreement and/or participation in the event.
4. In the event that PINO incurs unforeseen payment obligations pursuant to any liability, PINO's liability will always be limited to the amount of the course fee.
5. The above liability limitations do not apply to situations where PINO can be attributed intent or gross negligence.

ARTICLE 8 INTELLECTUAL PROPERTY

1. All intellectual property rights pertaining to the event and all communication resources and media published by or on behalf of PINO or third parties will remain solely with the relevant owner or with PINO or third parties.
2. All information and (work) materials provided by or on behalf of PINO or third parties in the context of the event are solely intended for the participant's personal use. The participant is not permitted to reproduce or publish (part of) the information/materials in any way.
3. The agreement with the participant in no way pertains to any kind or form of transfer of any intellectual property rights on the information provided in the context of the event whatsoever, nor to any licence for that information.

ARTICLE 9 PRIVACY

1. Personal information that you provide on this website will only be used for the purpose for which you provided it. In order to be able to process your registration for the event, you will be asked to make your details available.
2. Should you wish to continue receiving (news) messages in the future, you can specify on the application form that we may also use your personal information, such as your name, e-mail address and telephone number for this purpose.
3. The information is only processed in anonymised form and reported on an aggregated level by PINO evenementen & congressen.
4. You have the right to access, correct or delete your personal information. You can send a

request to PINO evenementen & congressen to view, correct or delete your information.

5. PINO evenementen & congressen does not keep personal information any longer than necessary for the purpose for which you have left it. The information will then be destroyed.

ARTICLE 10 APPLICABLE LAW AND COMPETENT COURT

1. All agreements and events that these terms and conditions apply to will be governed exclusively by Dutch law.
2. All disputes that may ensue from or in connection to the agreement or the event that these terms and conditions apply to will be submitted to the competent court in Utrecht.

ARTICLE 11 OTHER STIPULATIONS

1. All situations not covered by the agreement or these terms and conditions will be decided upon by PINO.