

**EUROPA'S GENERAL TERMS AND CONDITIONS OF SALE**  
**("Terms and Conditions")**  
**– PARTICIPANTS –**

**REF 02P – UPDATED NOVEMBER 2024**

**EUROPA ORGANISATION ASIA Pte Ltd** (Co. Reg. No. 2009178812) ("**Europa**")

A Singaporean event management company (conferences and trade shows in particular),

Having its registered office located at: 600 NORTH BRIDGE ROAD #13-06 PARKVIEW SQUARE Singapore 188788 SINGAPORE

GST N°: 2009178812N

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**1. SCOPE**

- 1.1. These Terms and Conditions apply, to the exclusion of any other provision, to any registration made by a participant (a "**Participant**") for an event, such as a conference, course, trade show etc. organized by Europa (an "**Event**").
- 1.2. A copy of these Terms and Conditions can be consulted on the Event website (the "**Website**").
- 1.3. The registration for an Event implies acceptance, by the Participant, of these Terms and Conditions.
- 1.4. Europa reserves the right to modify these Terms and Conditions. Only the Terms and Conditions that are in effect on the day of registration of the Participant shall apply to the registration in question.

**2. REGISTRATION - CONTRACT**

- 2.1. Registration to the Event may be done by filling in the registration e-form on the Website.
- 2.2. The full payment of registration fee must be made at the time of registration. All payment must be in full, free of withholding and not subject to any set-off. Any registration for which either the registration form is incomplete or which does not include the payment as detailed in Section 3 below will not be considered as a valid registration.
- 2.3. Upon e-registration and receipt by Europa of full payment of the fees as detailed in Section 3, Europa will send the Participant a summary confirming his or her order and registration to the Event (the "**Order Confirmation**").
- 2.4. If Europa is unable to accept a registration from a Participant (i.e. late registration, availability issue, etc.), Europa will inform the Participant and refund his or her registration fee within seven (7) business days by bank transfer if payment was made bank transfer, or by credit card if the Participant paid the registration fee by credit card.
- 2.5. The contract between Europa and the Participant is formed once Europa has sent the Order Confirmation.

- 2.6. The Participant has the right to cancel, without cause, his or her registration within fourteen (14) calendar days of the Order Confirmation. This right of withdrawal can no longer be exercised fourteen (14) days or less before the Event. If the Participant wishes to cancel a registration, he or she must give Europa notice within the period indicated above, by filling out the standard cancellation form included at the end of these Terms and Conditions to the address mentioned in these Terms and Conditions. The registration fee will then be refunded within fourteen (14) calendar days.

### **3. FEES - PAYMENT**

- 3.1. The fee is the amount stated at the time of the Participant's registration on the Website ("Fee"). Fee includes taxes. Europa may modify the Fee at any time prior to registration.
- 3.2. Fee includes all the services described on the Website.
- 3.3. The following payment options are available:
- 3.3.1. by bank fund transfer to the following bank account:

*HSBC Bank code: 30056 – Branch code: 00350*

*Account number: 03500157773 RIB*

*Key (Clé RIB): 45*

*International Bank Account Number (IBAN): FR 76 30056 00350 03500157773 45*

*Swift Code: (BIC) CCFRFRPP*

*Account holder: EUROPA ORGANISATION ASIA Pte Ltd*

*HSBC France BBC Occitanie 71 rue Alsace Lorraine - 31000 Toulouse / France*

The Participant must provide the following information as fund transfer references: name, order number and name of the Event.

The funds must be credited to Europa's account within seven (7) calendar days of registration. Otherwise, Europa reserves the right not to accept the registration and to refund the Fee to the Participant.

- 3.3.2. by credit card on the Website:

Payment can be made by the following credit or debit card: Visa, MasterCard and American Express. Europa may have to contact the Participant by email or by telephone to ask for additional information about the identity of the buyer and the owner of the card.

Europa's payment system has been entrusted to a service provider specializing in securing online payments that complies with the payment card industry data security standard (PCI DSS).

Fee shall be settled at once using a single method of payment.

- 3.4. Paid Fee can only be refunded in the events specified in these Terms and Conditions.

### **4. OBLIGATIONS OF THE PARTICIPANT**

Registration with Europa to an Event implies acceptance of the following Terms and Conditions:

- 4.1. Each registration is valid only for the Event referred to in the Order Confirmation and may not be accepted for another Event.

#### 4.2. Access conditions and control

- 4.2.1. In case of in-person participation to the Event, the Participant will receive a badge to access the Event (“**Event Badge**”) by email before the Event or at his/her arrival at the Event venue. The Event Badge is the proof of the Participant’s registration. The Participant must keep the Event Badge during the full duration of the Event and be able to present it upon request of Event security personnel. The Event Badge is nominative and non-transferable. For identification or security purposes, the participant may be asked to provide a photo upon registration and / or to present an ID card when accessing the Event.
- 4.2.2. In case of online participation to the Event, access to the platform hosting the Event is done using the usernames and passwords created by the Participant during the registration process, provided by the organizer during the registration confirmation or created by the Participant upon receipt of a personalized invitation sent by Europa. These usernames and passwords are confidential, unique, personal, and non-transferable.
- 4.2.3. The Participant must ensure the permanent compatibility of his/her technical environment with the platform used by Europa for an online Event. Technical recommendations are available on the Event Website. There shall not be any refund of Fee for non/partial-attendance of any Event including due to technical issues.
- 4.3. The Participant agrees to comply with the rules displayed on the Website of the Event or the Terms of Use for an online Event. Europa reserves the right to refuse access to the Event to any person who does not comply with this obligation.
- 4.4. The Participant also agrees to comply with any official regulation in force, including sanitary restrictions, applicable to the Event (presentation of sanitary pass, security checks, etc.). Europa reserves the right to refuse access to the Event to any person who does not comply with this obligation.
- 4.5. A Participant with a disability must check before any registration the Event accessibility. If a disability situation requiring specific accommodations is communicated after registration or revealed during the training and said accommodations cannot be put in place, the Participant may cancel the registration in accordance with subsections 5.2, 5.3 and 5.4.

#### 5. MODIFICATIONS - CANCELLATIONS

- 5.1. Subject to this section, Europa reserves the rights, at its sole and absolute discretion, to change, postpone or delay any Event without reason:
  - 5.1.1. Subject to a fifteen (15) days’ notice:
    - i. Shift, advancement or postponement, not exceeding thirty (30) days from the start and end dates of the Event.
    - ii. Change of Event venue, in the case of an in-person event.
  - 5.1.2. Without notice, including during the Event:
    - i. Modification of the Event program
    - ii. Modification of the start and end times of the Event.
  - 5.1.3. In case of any such change, there shall be no recourse or liability against Europa.

- 5.2. If, the withdrawal period referred to in Section 2.6 having expired, the Participant wishes to cancel his/her participation in the Event, he/she must notify Europa before the Event by e-mail or mail. In this case, Europa will cancel the Event Badge or deactivate the login credentials to the online Event. In such a case, the Participant may, if he/she wishes, substitute another Participant, provided that notice is given to Europa at least 48 hours before the start of the Event.
- 5.3. Europa reserves the rights, at its sole and absolute discretion, to cancel any Event without reason and there shall be no recourse or liability against Europa. In such a case, subject to any other applicable provisions (including without limitation section 8), the following conditions will apply:
- i. In case of total cancellation of the Event, whether in person, online or hybrid: no reimbursement will be made, and the Fee will be credited to the next edition.
  - ii. In case of cancellation of in-person participation to a hybrid event: the Fee difference between in-person and online participation will be reimbursed, based on the rate applicable to the Participant, at the date of cancellation
  - iii. In case of cancellation of online participation to a hybrid event: the online registration Fee will cover the in-person registration Fee based on the early bird rate or the amount will be credited to the next edition.
  - iv. In case of transformation of an in-person event into an online event: the paid Fee will cover the online Fee and the difference will be credited for the next edition
  - v. In case in-person participation is restricted by any government order: Europa will keep the registration for in-person participation up to the official limit on a first-come first-served basis (date of payment will prevail) and will offer following modalities to other participants registered on the date of entry into force of the gauge: If the organizational conditions allow it, online participation in the Event will be organized and reimbursement of the difference between the price paid and the price set by Europa for online participation will be made.

Europa shall, in no event, be liable for any damage or loss suffered by the Participant upon change, postponement or cancellation as aforesaid.

- 5.4. The amounts refundable according to Section 5.3 will be refunded, either by credit card if payment was made using a card, and by bank transfer in the other cases. The Participant shall be liable to pay any transactional or administrative charges applicable for the purpose of executing the refund. In the event the Participant is entitled to a refund by bank transfer, the Participant shall receive a notification from Europa requesting the necessary details required to execute the refund by bank transfer, to be shared within three (3) months. Should the Participant fail to provide his/her bank details within three (3) months, refund will no longer be possible.

## **6. INTELLECTUAL PROPERTY - IMAGE RIGHTS**

- 6.1. The content of the speakers and/or materials distributed or given out or made available during the Event are copyright protected by applicable copyright laws. Regardless of the method used, any unauthorized display or reproduction which violates applicable legislation constitutes an infringement that is punishable under the Copyright Act 2021 (or any applicable copyright laws). The Participant may be held liable in the event of any unauthorized use of the speeches and/or documents distributed or given out during the Event.

- 6.2. Participant is informed and agrees that images may be captured during the Event using film photography, digital photography, video or other medium and may be used on the Website, Europa's prospectus or Europa's brochures, other publicity material (such as internal and external newsletters) and may be provided to the media for publication in local or national newspapers. By registering to attend the Event(s), the Participant agrees to grant permission to Europa, its employees and agents to record visual/audio images, including, but not limited to, photographs, digital images, voices, sound or video recordings, audio clips, or accompanying written descriptions, and, without notifying the Participant, to use the Participant's name and such images for any purpose of Europa, including advertisements for Europa and its Events.
- 6.3. If a Participant is currently a resident in the European Union, governed by the GDPR; upon successful registration, the participant has provided consent to the collection and processing of photos or videos of himself/herself during the participation in the Event. Europa shall be allowed to use these photos or videos for marketing purposes; including but not limited to post-event electronic mailer and usage on Europa social media. The Participant may withdraw his/her consent at any time with effect for the future by an email to the Data Protection Officer in accordance with.
- 6.4. The speakers are solely responsible for any statement made during an Event. It is the responsibility of the Participants to verify the relevance of the opinions/recommendations made by the speakers, from a medical perspective. Europa will not be liable, directly, or indirectly, for any damages or losses caused by or arising from the information conveyed or the presentations given during an Event.

## **7. DATA PROTECTION**

### **7.1. Personal data**

Personal data collected by Europa is processed in accordance with Europa data protection policy, which can be found at the following URL <https://www.pconline.com/About-PCR/What-we-do/Privacy-Policy>

### **7.2. Cookies**

During a visit to the Website of the Event, cookies may be installed in the user terminal. The information relating to the use of cookies by the Website, their management and their deletion are detailed in the "Cookies Policy" accessible on the Event Website. <https://www.pconline.com/About-PCR/What-we-do/Cookies-policy>

## **8. FORCE MAJEURE**

A "Force Majeure Event" refers to any cause beyond Europa's reasonable control, including without limitation, fire, flood, illness, epidemic/pandemic (as declared by the World Health Organisation), power failure, communications line interruption, technical and computer-related faults and breakdowns, server outage, website vandalism, computer virus invasion or attack, hacker attack, temporary or permanent website closure or shutdown (caused by governmental control or otherwise), earthquake, explosion or accident, blockade, embargo, inclement weather, governmental order, decree, restraints or regulation, restraints or orders of civil defence or military authorities, war, riot or civil disturbance or commotion, sabotage, act of terrorism, strike, lockout, boycott or other significant labour dispute or disturbance, absence of premises required for an Event, and the abovementioned scenarios shall include any threat thereof.

Should the performance of Europa's obligation(s) hereunder be suspended or prevented for reasons of a Force Majeure Event, Europa shall not be held liable for non-performance of or delay in performing its obligations in respect of any period during which the performance is suspended or prevented. Participants shall not make any claim or demand against Europa for any matter or thing whatsoever arising out of such period Europa is suspended or prevented from performing its obligations hereunder. Any loss, damage, delay or failure of performance of Europa under such conditions shall not constitute a default hereunder.

## 9. LIMITATIONS OF LIABILITY

THE MATERIALS ON THE WEBSITE INCLUDING, WITHOUT LIMITATION, THE EVENT(S) REGISTRATION PAGE(S) AND/OR THE EVENTS ARE PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND. TO THE FULLEST EXTENT PERMITTED BY LAW, EUROPA DOES NOT MAKE ANY REPRESENTATIONS OR WARRANTIES WHATSOEVER AND HEREBY DISCLAIMS ALL WARRANTIES (EXPRESS, IMPLIED OR STATUTORY) OF ANY KIND TO YOU OR ANY THIRD PARTY INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTY OF SATISFACTORY QUALITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE, WHETHER ARISING FROM USAGE OR CUSTOM OR TRADE OR BY OPERATION OF LAW OR OTHERWISE OF THE WEBSITE. EUROPA DOES NOT WARRANT THAT THE MATERIALS AND FUNCTIONS CONTAINED IN THE MATERIALS OR ON THE WEBSITE WILL BE UNINTERRUPTED OR ERROR FREE, THAT DEFECTS WILL BE CORRECTED OR THAT THE WEBSITE OR THE SERVER IS OR WILL BE FREE FROM ANY VIRUS, WORMS AND/OR OTHER HARMFUL OR INVASIVE ELEMENTS. EUROPA DOES NOT WARRANT OR MAKE ANY REPRESENTATIONS REGARDING THE CORRECTNESS, ACCURACY, COMPLETENESS, RELIABILITY, TIMELINESS, NON-INFRINGEMENT, TITLE OR OTHERWISE OF THE MATERIALS DISPLAYED OR DISTRIBUTED THROUGH THE WEBSITE AND/OR THE EVENTS OR THE RESULTS OF THEIR USE.

EUROPA SHALL ALSO NOT BE LIABLE FOR ANY INJURY, DAMAGE OR LOSS OF ANY KIND CAUSED AS A RESULT (DIRECT OR INDIRECT) OF THE USE OF THE WEBSITE AND/OR THE EVENT(S) REGISTRATION PAGE(S) INCLUDING BUT NOT LIMITED TO ANY INJURY, DAMAGE OR LOSS SUFFERED AS A RESULT OF RELIANCE ON THE CONTENTS CONTAINED IN OR AVAILABLE FROM THE WEBSITE AND/OR THE EVENT(S) REGISTRATION PAGE(S). EUROPA AND ITS THIRD PARTY COMPANIES SHALL HAVE NO RESPONSIBILITY OR LIABILITY FOR ANY INJURY, DAMAGE OR LOSS CAUSED BY ANY NEGLIGENCE, OMISSION OR FAULT OF EUROPA, ITS EMPLOYEES, AGENTS OR SUB-CONTRACTORS IN CONNECTION WITH THE WEBSITE, THE EVENT(S) REGISTRATION PAGE(S) AND/OR THE EVENTS.

## 10. MISCELLANEOUS TERMS AND CONDITIONS

- 10.1. These Terms and Conditions are governed by the laws of Singapore.
- 10.2. These Terms and Conditions replace and supersede any previous Terms and Conditions.
- 10.3. If any provision of these Terms and Conditions is held to be invalid by virtue of any present or future statutory or regulatory provision, or a court order that is final and not subject to appeal and from a court or public body, the provision in question will be considered as nonexistent. The other provisions of these Terms and Conditions will remain in full force and binding on the parties.

### Standard Cancellation Form

We hereby notify you that I/we hereby cancel the contract for the sale of the service/product described below:

- ordered on \_\_\_\_\_
- received on \_\_\_\_\_
- order reference number: order number \_\_\_\_\_
- product name: \_\_\_\_\_

Name of the participant(s): \_\_\_\_\_

Address of the participant(s): \_\_\_\_\_

Date: \_\_\_\_\_

Signature of the participant(s).