

General terms and conditions for attendees

The contractual relationship between wikonect GmbH and those participating in EuroACTOS Meeting 2025, 17th Experts Live CTO • The annual EURO CTO meeting on 11 – 12 September 2025 in Rotterdam, The Netherlands shall be subject to the following terms and conditions.

1. Organiser

The congress organiser wikonect GmbH, Hagenauer Strasse 53, 65203 Wiesbaden, Germany, is the host/economic sponsor of the event and shall charge attendance fees in its own name and for its own account, which are to be paid to wikonect GmbH.

2. Conditions of Participation / Registration

Participation is reserved for physicians and healthcare professionals. To participate in the live stream, a further free-of-cost account on the Online-Congress platform to be used, may be required.

Participants must provide evidence of their professional status when registering for the event.

There shall be no general entitlement to participate in the event. The organiser reserves the right to admit participants on a case-by-case basis.

The participation fees are quoted per person.

Participants may register for the event using the online form.

All registrations shall be considered according to the date of receipt. The invoice must be paid before the start of the event.

3. Terms of payment and cancellation

Payment of the attendance fees shall become due on completion of registration and the resulting binding booking. Payment can be made by various common electronic means of payment (except American Express). Invoices shall be sent for the attention of the attendee, bearing his or her billing address as stated in the registration form and preferably by email. Any bank and/or bank transfer fees incurred for this transaction shall be borne by the attendee.

Proof of a reduced attendance fee is required and must be submitted up to 7 days prior to the start of the event. After expiry of this deadline, the previously granted reduction shall be automatically billed retrospectively. If changes to the registration are necessary, please contact wikonect GmbH by post or email. Please note that a processing fee of €10 shall be charged for invoice corrections.

Registrations are made on a personal basis and are non-transferable. In the event of cancellations up to 14 days before the start of the event/live stream, a cancellation fee of €35 shall be charged.

The attendance fee shall not be reimbursed in the case of cancellations after this date. A cancellation is no longer possible if the digital seminar documents have already been downloaded.

The full attendance fee must also be paid if a registered attendee fails to attend the event/live stream. Cancellations shall be addressed in writing to wikonect GmbH.

For booking changes of any kind (change from in-person event to livestream and vice versa, etc.), a rebooking fee of € 20,- shall be charged. Any differences between attendance fees shall be reimbursed or billed subsequently. Rebooking to livestream less than 14 days before the start of the booked in-person event can only be done at same attendance fees as the in-person event. Rebooking to an in-person event is basically possible only if free seats are available.

If the attendee cannot attend the booked in-person event due to force majeure (such as the Covid-19 pandemic) or should it be cancelled, rebooking – if requested – to the corresponding livestream is free of charge. Any differences between the attendance fees shall be reimbursed.

The prices shown are inclusive of incurred value added tax.

4. Changes and cancellations of the event by the host

The event/live stream will only take place with a minimum number of participants enrolled. This also holds for all courses, seminars and framework events offered in the course of the event/live stream. The host reserves the right to replace speakers, to change times or locations or cancel parts of the programme, and to make changes to the programme.

In case of complete cancellation of the event/live stream the host is bound to inform the participant immediately. In this case, any fees that have already been paid shall be reimbursed in full.

In the event of the cancellation of individual separately booked and chargeable parts of the programme (e.g. seminars, courses, etc.), the respective fee shall be reimbursed. Further claims for compensation shall be ruled out.

Any further claims shall be dismissed, unless they are based on intentional or grossly negligent conduct on the part of the organiser's employees or other vicarious agents.

5. Availability of live streams and digital seminar documents

Access to the live stream is possible only after receipt of payment and at the start of the respective event. The time is indicated on the relevant pages of our website.

If there are any technical failures during the live stream, the organiser shall assume no liability and shall not refund any fees that have already been paid, unless the failures are due to intentional or grossly negligent conduct on the part of the organiser's employees or other vicarious agents.

If access to on-demand videos of the lectures is to be provided, these will be successively made available on the Online-Congress platform from about 2 weeks after the respective event/live stream and can be retrieved from there for a period of 2 months. The participants will be informed about the availability if wikonect GmbH has a correct email address.

6. Access ruling

Only expert attendees shall have access to the event facilities; all other persons and pets (except guide dogs) shall not be admitted.

Access to the exhibition booths, in particular those of the pharmaceutical industry, is only allowed for doctors, dentists, veterinarians, pharmacists and persons who are authorized to merchandise these medicinal products (pharmaceutical companies and wholesalers) because solicitation of prescription medicinal products to other groups of people is prohibited by German law.

For legal reasons, children over the age of one are not admitted to the congress facilities. Infants under one year of age can be taken into the event facilities accompanied by their parents or legal guardians.

If it is necessary to bring children under one year of age into the venue, this shall only be permitted under the constant supervision of an adult and in compliance with the limited access rights.

7. Third party regulations / house rules

Separate provisions of third parties, in particular their house rules or the venue operator's cloakroom rules, are expressly pointed out.

8. Liability for damages

The host of the event shall be liable without limitation for damages to congress attendees resulting from injury to life, limb or health caused by a breach of duty of its legal representatives, employees or vicarious agents. For other damages to the congress attendees, the host shall be liable without limitation only in the case of intent and gross negligence of its legal representatives, employees or vicarious agents. The host shall not be liable for cases of ordinary negligence of its legal

representatives, employees or vicarious agents, unless an obligation is violated, the observance of which is of particular importance for the fulfilment of the contractual purpose (cardinal obligation). This shall include such obligations, the fulfilment of which is essential for the due and proper execution of the contract, the breach of which endangers the fulfilment of the contractual purpose, and the compliance with which the other contract partner regularly relies on. In the event of a negligent breach of a cardinal obligation, liability shall be limited to the foreseeable damage typical of the contract.

9. Liability for contents

The information in and the publications on the events / live streams have been diligently compiled and commented on by the respective speakers or authors to the best of their knowledge and currently available information. Invariably, the comments echo the personal opinion of the respective speakers or authors. Information and comments do not represent a substitute for the specific treatment decision of the physician. It is the physician's sole responsibility to be guided by the relevant information and comments according to his/her own diagnosis.

The organiser shall assume no responsibility or liability for any inaccuracies in presentations or publications.

10. Copyright

The presentations and documents related to the event shall be copyrighted. They may not be reproduced, distributed or used commercially, either in whole or in part, without the consent of the organiser and the respective speakers. If any participants intend to make film or sound recordings during the event, they must first obtain the organiser's approval.

11. Place of Performance / Place of Jurisdiction / Applicable Law

Wiesbaden is agreed as the place of performance and jurisdiction. These terms and conditions and all legal relationships between the contracting parties are subject to German law. The United Nations Convention on Contracts for the International Sale of Goods (CISG) shall not apply.

12. Online Dispute Resolution Platform

The European Commission has set up an online dispute resolution platform: <https://ec.europa.eu/consumer/odr>. Consumers can use the platform to settle any disputes they may have. The organiser is neither willing nor obliged to participate in dispute resolution proceedings before a consumer arbitration board, unless the organiser is legally obliged to do so.

These General Terms and Conditions for attendees were last updated in October 2024.