TERMS AND CONDITIONS OF TICKET SALES AND EVENT PARTICIPATION

Belgian Business Chamber

Version effective from: 1 October 2026

§ 1. General Provisions

1. These Terms and Conditions set out the rules for the sale of tickets and admission passes for events organised by the Belgian Business Chamber, as well as the rules for registration, making payments, issuing accounting documents, withdrawing from participation and submitting complaints.
2. The organiser and seller of tickets is: Belgian Business Chamber with its registered seat in Warsaw, ul. Młynarska 8/12, 01-194 NIP (tax ID): 527-26-36-594 REGON: 14255330600000 KRS / legal form: 0000363101 e-mail address: bbc@belgium.pl hereinafter referred to as the "Organiser" or the "Chamber".
3. These Terms and Conditions apply to events organised by the Chamber, including business events, conferences, networking meetings, debates, special events and other undertakings indicated in the Organiser's offer.
4. Information concerning a specific event, in particular its name, date, times, location, scope of the programme, types of tickets and prices, is published on the event's website and constitutes an integral part of the terms of participation.

§ 2. Definitions

1. **Event** – an event organised by the Belgian Business Chamber, participation in which may require the purchase of a ticket or a paid registration.
2. **Participant** – a natural person indicated in the registration form who is entitled to participate in the Event.
3. **Buyer** – a natural person, legal entity or organisational unit purchasing a ticket or registering for the Event.
4. **Ticket** – an electronic confirmation of the right to participate in the Event, covering a specific type of access in accordance with the Organiser's offer.
5. **Registration Form** – the form available on the Event's website through which the Buyer registers and makes a purchase.

§ 3. Subject of Sale

1. The subject of sale is paid participation in a specific Event, under the terms described in the Organiser's offer.
2. The scope of entitlements resulting from the purchase of a ticket depends on its type and may include in particular:
   - participation in specific sessions or parts of the Event;
   - access to the networking area;
   - access to materials or additional services indicated in the offer;
   - other services expressly specified in the ticket description.
3. The Organiser may offer different categories of tickets, including tickets for Chamber members, non-members, group packages and other types of access.
4. The entitlements associated with a particular ticket result from the terms of the offer in force at the time of purchase.

§ 4. Registration and Conclusion of the Agreement

1. A ticket is purchased via the Registration Form available on the Event's website.
2. The Buyer is obliged to provide correct and complete data required in the Registration Form.
3. In the case of registration on behalf of another person, the Buyer is responsible for the accuracy of the Participant's data provided and for passing on to the Participant the information necessary to take part in the Event.
4. Before placing the order, the Buyer receives information on the ticket price, the scope of the service and the terms of purchase.
5. The agreement is concluded when the Organiser confirms acceptance of the registration and receipt of payment, by a message sent to the e-mail address indicated by the Buyer.
6. The registration confirmation or electronic ticket constitutes confirmation of the right to participate in the Event.
7. If the Buyer does not receive a registration confirmation, the Buyer should contact the Organiser at bbc@belgium.pl.

§ 5. Prices and Payments

1. Ticket prices are given in Polish zloty (PLN), unless the offer for a specific Event provides otherwise.
2. The prices indicated in the offer include value added tax (VAT), where due, and are presented in accordance with applicable law.
3. Payment for the ticket is made in advance through the Przelewy24 electronic payment system or another system indicated by the Organiser.
4. The registration is considered paid upon confirmation that the payment has been correctly credited or upon receipt of payment confirmation from the payment system operator.
5. The Organiser is not liable for delays in processing payments resulting from reasons on the part of the bank, the payment operator or other entities independent of the Organiser.
6. In the event of a failed payment, the Buyer may be asked to repeat the registration or payment process, provided that ticket availability allows it.

§ 6. Invoices and the National e-Invoice System (KSeF)

1. The Organiser issues accounting documents in accordance with applicable tax law, including the regulations on the National e-Invoice System (KSeF).
2. In the case of Buyers who are taxpayers obliged to use KSeF, invoices are issued and made available through KSeF, in accordance with the scope and deadlines of the obligation resulting from the provisions of the Act on Goods and Services Tax.
3. In the case of Buyers not subject to the obligation to receive invoices through KSeF, in particular natural persons not conducting business activity, the invoice may be issued outside KSeF, in accordance with applicable regulations, and delivered in an agreed manner, including to the e-mail address provided during registration.
4. A Buyer who wishes to receive an invoice made out to a business is obliged to provide the correct data necessary to issue it, in particular:
    - the full name of the entity;
    - the registered address;
    - the NIP (tax ID) number, if required;
    - other data indicated in the Registration Form.

5. For invoices issued in KSeF, the Organiser applies the rules on the date of issue, KSeF number, making invoices available and any special modes, as set out in legal regulations.
6. The Buyer is responsible for the accuracy of the data provided to the Organiser for the purpose of issuing the invoice. A change to the data on an invoice may require the issuance of a correcting invoice in accordance with applicable regulations.
7. The Organiser does not guarantee that the invoice will be sent by e-mail in cases where legal regulations provide for it to be issued and made available through KSeF.

§ 7. Withdrawal from Participation and Refunds

1. Subject to mandatory provisions of law, the fee for a purchased ticket is non-refundable in the event of the Buyer's voluntary withdrawal from the Event.
2. Withdrawal from participation must be notified to the Organiser in writing or by e-mail to bbc@belgium.pl.
3. Events for which a specific date or period of performance has been set may be subject to the exclusion of the consumer's right to withdraw from a distance contract, in accordance with Article 38(12) of the Consumer Rights Act.
4. The provisions of this paragraph do not exclude or limit the Buyer's rights under mandatory provisions of law, including rights related to the cancellation of the Event, a material change of its nature, or non-performance or improper performance of the service by the Organiser.
5. The Organiser may, at its own discretion, consent to a change of the Participant's data or the transfer of the ticket to another person, provided that the nature of the Event and the organisational conditions allow it. Such a change requires prior arrangement with the Organiser.

§ 8. Cancellation or Change of the Event

1. The Organiser reserves the right to change the programme, speakers, times or location of the Event if justified by organisational, technical or safety reasons or other circumstances beyond the Organiser's control.
2. In the event of cancellation of the Event for reasons attributable to the Organiser, the Buyer is entitled to a refund of the ticket price actually paid, without prejudice to other rights resulting from applicable law.

3. The Organiser will inform Buyers of the cancellation of the Event and of the method of processing the refund, including the data required, through the available communication channels.
4. If the Event is postponed to another date, the Organiser will inform Buyers of the new terms of participation and any refund rules, taking into account applicable law.
5. The Organiser is not liable for costs incurred by the Buyer in connection with participation in the Event, in particular costs of travel, accommodation, transport or other services purchased from third parties, to the extent permitted by applicable law.
6. If a change to the Event results in non-performance or improper performance of the Organiser's service, the Buyer may exercise the rights provided for by law.

§ 9. Refund Processing Time

1. If the Buyer is entitled to a refund, the Organiser will process the refund within the time limit resulting from applicable law and, in the absence of a specific time limit, no later than 14 days from the occurrence of the event giving rise to the refund or from receipt of the complete data necessary to process it, whichever occurs later.
2. The refund will be made using the payment method used by the Buyer, unless the Buyer agrees to another form of refund, where permitted by law.
3. The Organiser may ask the Buyer to supply the data necessary to process the refund correctly.
4. If the refund results from consumer protection regulations, the time limits and rules provided for in those regulations apply.

§ 10. Participation in the Event

1. The Participant is obliged to comply with safety rules, the regulations of the venue where the Event takes place, and the reasonable instructions of the Organiser and of the staff responsible for running the Event.
2. The Organiser may refuse entry to, or remove, a Participant from the Event in the event of a serious breach of safety rules, legal provisions or the venue's regulations, with respect for the Participant's applicable rights.
3. The ticket entitles the holder to participate only within the scope specified in the offer for the given Event.
4. In the case of a limited number of places, the Organiser may apply a first-come, first-served rule in accordance with the conditions indicated in the offer.

§ 11. Complaints

1. The Buyer may submit complaints concerning the purchase process, payment, registration or the performance of the service by the Organiser.
2. Complaints should be sent:
   - electronically to: bbc@belgium.pl;
   - or in writing to the Organiser's registered address.
3. A complaint should, where possible, include:
   - the Buyer's first and last name or company name;
   - data enabling identification of the registration or payment;
   - a description of the problem;
   - the Buyer's claim;
   - contact details for sending a response.
4. The Organiser will consider the complaint within 14 days of receiving it, unless applicable law provides for a different time limit.
5. The response to the complaint is sent to the contact address indicated by the Buyer.
6. This paragraph does not limit consumers' rights resulting from mandatory provisions of law.

§ 12. Personal Data

1. Personal data processed in connection with registration and participation in the Event is processed in accordance with applicable data protection regulations, including the GDPR.
2. Information on the rules of personal data processing, the purposes of processing, the rights of data subjects and contact with the data controller is available in the Organiser's Privacy Policy.
3. Data provided during registration may be used to the extent necessary to handle the order, organise the Event, communicate with Participants and fulfil the Organiser's legal obligations.

§ 13. Final Provisions

1. These Terms and Conditions enter into force on 1 October 2026 and apply to purchases made from that date.

2. Matters not regulated by these Terms and Conditions are governed by Polish law, in particular the provisions of the Civil Code, the Consumer Rights Act and the Act on Goods and Services Tax.
3. If any provision of these Terms and Conditions proves invalid or ineffective, this does not affect the validity of the remaining provisions, unless legal provisions state otherwise.
4. These Terms and Conditions are available on the Organiser's website in a manner that allows their content to be reviewed before making a purchase.