

GENERAL TERMS AND CONDITIONS

I Event

RAIL BUSINESS DAYS.

Date and venue: Trojhalí Karolina, K Trojhalí 3361/5, 702 00 Ostrava – Moravská Ostrava; 9 –11 June 2026

(hereinafter the 'Event')

II Organizer

VIA PRO MOTION s.r.o., CRN: 03542491, registered office: Klatovská třída 1460/83, Jižní Předměstí, 301 00 Plzeň, registered in the Commercial Register: maintained by the Regional Court in Pilsen (hereinafter the 'Organizer').

III Exhibitor

An exhibitor is a legal or natural person whose participation in the Event has been confirmed by the Organizer by confirming the Binding Application (hereinafter the 'Exhibitor').

IV Event registration and space allocation

IV.1 Registration for the Event must be done through the form 'BINDING APPLICATION TO PARTICIPATE' (hereinafter the 'Binding Application'). This form must be filled in truthfully and all required fields must be filled in. Binding Applications must be submitted by **14 May 2026**. By submitting the form, the applicant makes an irrevocable offer to conclude a contract with the Organizer. The contract is concluded upon the Organizer's acceptance of the Binding Application. The Organizer is entitled to either accept or reject the Binding Application, or to reduce the ordered space unilaterally, and he is not obliged to justify his decision.

After the Organizer receives the Binding Application, a suitable location for the exhibition area will be proposed for the Exhibitor (hereinafter referred to as the '**exhibition space**'), and after the proposed location is mutually approved, the Organizer shall confirm his receipt of the Exhibitor's Binding Application and send an invoice for complete participation (or its proportional part) including applicable VAT rate (hereinafter referred to as an '**Invoice**'). This is considered the establishment of a contractual obligation to participate in the Event pursuant to Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the Civil Code), and these terms and conditions.

IV.2 The Organizer will assign a number to the Exhibitor's mutually agreed exhibition no later than 30 April 2026.

IV.3 The Organizer may decide to change the location of the exhibition space without the Exhibitor's consent for organizational and safety reasons. The Organizer shall immediately notify the Exhibitor of this change. In such a case, the Exhibitor shall not be entitled to a discount, compensation for lost profits or any other financial compensation; the Organizer must appropriately adapt the exhibition space to the extent necessary for the proper running of the Event.

IV.4 The allocated space may not be sublet by the Exhibitor to any third party.

IV.5 In the event of failure to pay the Invoice, or any advance payment/partial payment, by the due date, the Exhibitor's default shall constitute a material breach of his contractual obligation, and the Organizer shall be entitled to withdraw from the contract and to prevent the Exhibitor from entering the premises. In this case, the Organizer is entitled to demand payment of a contractual penalty in the amount corresponding to the amount charged to the Exhibitor in the Invoice.

V Exhibition space and registration fee

V.1 The offer of presentation options is presented on the Event's website (www.railbusinessdays.cz), and in the Binding Application to a lesser extent. The price of the exhibition space rental includes: exhibition space rental, basic lighting, heating, fire protection, cleaning in the Event area (outside the stall area), general night security of the exhibition area, operation of changing rooms, toilets, production and promotion of the Event, hereinafter '**rental**'.

V.2 The registration fee for participants is non-refundable. The amount of the registration fee is specified in the Binding Application.

V.3 A mandatory fee for waste disposal is charged along with rental of the exhibition space as follows:

a/ Exhibition area up to 25 m² inclusive in the amount of CZK 1,000 excluding VAT.

b/ Exhibition area up to 50 m² inclusive in the amount of CZK 1,500 excluding VAT.

c/ Exhibition area over 50 m² inclusive in the amount of CZK 3,000 excluding VAT.

V.4 For an a multi-storey exhibition, a surcharge of 50% of the rental price of 1 m² of the type of exhibition space + applicable VAT is charged.

V.5 The booked exhibition space shall only be handed over after all the Exhibitor's financial obligations are paid to the Organizer by the maturity date of the issued invoice.

VI Payment and penalty conditions

VI.1 The Exhibitor undertakes to pay the Organizer for all services provided by the maturity date indicated on the Invoice. If the Exhibitor fails to pay the invoiced amount by the maturity date, the Contracting Parties agree on a default interest of 0.05% of the amount not paid on time per day of delay (unless the law stipulates a higher amount). This is without prejudice to the Organizer's right to withdraw from the contract pursuant to Article IV.5

VI.2 If the Exhibitor withdraws from the Binding Application 3 months before the Event, the Organizer shall refund the amount for renting the space; the paid registration fee is non-refundable and shall be used to cover administrative costs. If the Exhibitor withdraws later, the procedure stipulated in Art. VI.3 shall be followed.

VI.3 If the Exhibitor chooses to withdraw from the Binding Application or change the size of the rented space or services less than 3 months before the Event, this is a gross breach of the Exhibitor's obligations. In this case, the Exhibitor shall be obliged to pay the Organizer a contractual penalty in the following amount:

a/ 50% of the rental of the initially booked space less than 3 months before the Event,

b/ the full amount of the original rent less than 1 month prior to the Event.

c/ If a binding order was made (in writing) for services and the Exhibitor cancels the order after the order closing date (the date specified in the order), the full amount for the ordered service will be charged regardless of its use.

d/ The paid registration fee is always forfeited in full.

The contractual penalty will be offset against the Exhibitor's claim for a refund.

VI.4 If the Event is postponed for a maximum of 12 months to a later date due to force majeure, any payments that have been made shall not be refunded and shall be used for an alternative date.

In the event of an express cancellation of the Event by the Organizer, the Exhibitor shall be entitled to 90% of the total charged amount (the other 10% shall be used for flat-rate handling costs). In this case, the Organizer will send the Exhibitor a rendered account along with an invoice within 30 (thirty) business days from the date of publication of the Event's cancellation, and the relevant overpayment or underpayment shall be payable within 30 (thirty) business days from the date on which the rendered account and invoice were sent.

Force majeure shall mean such events (obstacles) that prevent either contracting party from properly performing their obligations under these general terms and conditions, and which have occurred independently of their will, if the obligated party could not reasonably have foreseen/expected to foresee and avert such event (obstacle) (e.g. new governmental measures directed against an epidemic). Force majeure shall not include circumstances that only arise when the obliged party was already in default of his obligations (or when it was already clear that he would be in default), or that arose from his economic circumstances or through his fault. The party invoking force majeure in performance shall notify the other party of the occurrence of the force majeure without undue delay, and shall take all possible measures to remove the obstacles caused by the Force Majeure as soon as possible so that the contract may be duly performed.

VI.5 Sanctions and contractual penalties for the Exhibitor, significant violation of the General Terms and Conditions, generally applicable legal regulations and instructions of the Organizer:

a/ Contractual penalty for starting assembly or disassembly at a time other than the time specified by the Organizer pursuant to Art. VII of these General Terms and Conditions — CZK 50,000 excluding VAT.

b/ Contractual penalty for failure to ensure continuous staffing of the exhibition, see point VII.5 — CZK 10,000 excluding VAT/hour of unstaffed exhibition.

c/ Contractual penalty for promoting products or companies that have not been approved in advance by the Organizer — CZK 100,000 excluding VAT.

d/ Contractual penalty for failure to comply with point VIII.5 — CZK 50,000 excluding VAT.

e/ In other cases where the Exhibitor breaches the obligations under Art. VII, VIII and IX, which are not governed by other provisions of these General Terms and Conditions, the Exhibitor shall be obliged to pay a contractual penalty of CZK 5,000 for each partial breach of the obligation.

VII Assembly and disassembly, opening hours

VII.1. Booth construction and delivery of displayed materials may begin three (3) calendar days prior to the Event, unless expressly agreed otherwise between the parties. During assembly and disassembly, all indoor and outdoor activities may be carried out between the hours of 8 a.m. and 8 p.m., unless the Organizer says otherwise.

On the day of the handover of the exhibition areas (i.e. one calendar day before the official opening of the Event), noisy, dusty and other disruptive work may only be carried out until 2 p.m.

VII.2 Exhibitors who, in special cases, may have valid reasons for working outside the designated assembly times, shall request special written permission from the Organizer for 'early assembly'. This is charged at a flat rate of CZK 10,000 excluding VAT per day of assembly.

VII.3 The established work schedule is posted well in advance on the Event's official website, and the Exhibitor must adhere to the times stated therein. 14 calendar days before the Event, each Exhibitor (or the Exhibitor's contact person specified in the Binding Application) shall receive an email with a document containing organizational instructions concerning the work schedule, and the Exhibitor undertakes to comply with the Organizer's specified instructions and schedule. Failure to comply with this provision is a gross violation of the General Terms and Conditions of the Event and may result in a sanction or fine.

VII.4 Roads and areas around roads, both in the exhibition halls and in the outdoor area, must remain passable throughout the entire assembly and disassembly period.

VII.5 The Exhibitor undertakes to adhere to arrival and departure times to/from the exhibition areas established by the Organizer and sent in the organizational instructions. Participants are required to wear their Exhibitor Pass visibly throughout the duration of the Event. The Exhibitor is obliged to ensure the continuous occupancy of the exhibition during the opening hours of the Event. Failure to comply with this provision is a material breach of the General Terms and Conditions of the Event and shall be dealt with pursuant to par. VI.5 of the General Terms and Conditions.

VII.6 Entry to the Event area during opening hours is only permitted with a valid ticket or Exhibitor Pass.

VII.7 Exhibitors, implementation companies and suppliers are only permitted to enter outside the Event's opening hours on the dates specified in the work schedule and organizational instructions, upon presentation of the relevant entry authorisation (i.e. Exhibitor Pass, assembly pass, entry card).

VII.8 Opening hours during the Event for Exhibitors are always one hour before the official opening hours of the Event. Exhibitors who, in special cases, may have valid reasons for working outside the designated opening hours of the Event, shall request special written permission from the Organizer, the decision on such this request being the sole responsibility of the Organizer.

VII.9 The Exhibitor may begin the dismantling of exhibits no earlier than the last day of the Event, 2 hours after the official closing of the Event for visitors. Failure to comply with this provision is a material breach of the

General Terms and Conditions of the Event and shall be dealt with pursuant to par. VI.5 of the General Terms and Conditions.

VII.10 The Exhibitor may begin removing exhibits no earlier than the last day of the Event, immediately after the official closing of the Event for visitors, and they must be completely removed on the same day by 5 p.m. For organizational reasons, dismantling of exhibits that have not been cleared will begin after this date, and the Organizer does not assume responsibility for any loss or damage to the Exhibitor's property if the exhibit is not cleared by the Exhibitor in due time.

VII.11 During assembly and dismantling, the Exhibitor shall be obliged to pay a deposit of CZK 2,000 including VAT, which will be returned to him upon departure, provided that the permitted stay period in the Organizer's organizational instructions is not exceeded. If this period is exceeded, the deposit will be credited towards the contractual fine of CZK 2,000, to which the Organizer is entitled as a result of the Exhibitor's violation of the permitted stay. This deposit can only be paid in cash.

VII.12 Parking is not permitted in the Event area during assembly and dismantling, except during times specified by the Organizer.

VII.13 Entry or parking in the Event area is not permitted for the duration of the Event.

VIII Technical and operational conditions

VIII.1. The Exhibitor has the right to order the services of any contractor for the construction of a stall and other services related to the equipment of the stall and the implementation of the exhibition.

VIII.2 The Exhibitor has the right to order implementation, technical, forwarding and additional services from the Organizer to the extent specified in the form, which shall be given to the Exhibitor by the Organizer in a timely manner. Any changes relating to these orders requested by the Exhibitor after the order closing date will only be processed after the duly ordered work and services have been completed for other exhibitors. The Organizer may charge a surcharge of up to 100% of the calculated price for these additional works and services.

VIII.3 Simple ground-level standard exhibits up to 30 m² and not exceeding 3.5 m in height at their highest point are not subject to the obligation to submit a project. In other cases, the Exhibitor is required to submit an exhibition project to the Organizer. The Exhibitor, or the implementer authorised by him, is obliged to send an application for approval of the exhibition to the following email address: andrea@viapromotion.cz, no later than Thursday **30 April 2026**. The project submitted for approval must include: dimensions and elevations, axonometry, a description of the structure, and contact details for the design engineer and the implementation company, including the type of material used for the construction. In the case of multi-storey exhibitions, the Exhibitor must also submit a structural assessment. The Organizer may also request a structural assessment from the Exhibitor in other cases. The Exhibitor must present the approved documentation when taking over the designated exhibition area.

VIII.4 The maximum structural height of exhibitions without suspended structures is 4 m (not applicable to exhibits). Unless a reduced height is indicated in the documents of the allocated space — grid. Exceptions are permitted exclusively by the Organizer. The maximum possible height of the exhibition in individual parts of the pavilion is determined by its construction.

VIII.5 The architectural design and operation of the exhibition or advertisements must not disturb or restrict other exhibitions. An Exhibitor whose exhibition walls (side and rear) exceed a height of 250 cm and adjoin the rear or side of surrounding stalls is obliged to cover this wall above a height of 250 cm in white without any translucent elements, either with a board or textiles. The use of these raised walls for the Exhibitor's own advertising purposes is inadmissible — if he does so, the Exhibitor will be forced to remove the advertisements and ensure the walls are white and structurally and graphically neutral (see above) at his own expense. The outline of the Exhibitor's stall must not exceed the outline of the exhibition area rented by the Exhibitor. Any overhanging parts of the stall or signs may only extend into the aisle after prior written approval by the Organizer.

VIII.6 The maximum permissible surface load in halls per 1 m² is as follows:

a/ Hall 1, sector A — 1,000 kg/m²

b/ Hall 1, sector B — 300 kg/m²

c/ Hall 1, sector C – 700 kg/m²

d/ Hall 2 – 280 kg/m²

e/ Hall 4 – 500 kg/m²

d/ The space between Hall 1 and Hall 2 (uncovered area) is not intended for the construction of exhibition stalls.

VIII.7 The Exhibitor may order power supply exclusively from the Organizer by 30 April 2024. This power supply shall be in operation during the opening hours of the Event. When ordering power supply, the Exhibitor must provide a floor plan of the exhibition with the marked connection point. The power supply will be turned off at night, only the refrigerator circuits will remain in operation. If the Exhibitor requires power supply during assembly and dismantling, the must order this service from the Organizer.

VIII.8 The Organizer will only perform the ordered handling and forwarding of exhibits if they are properly secured in the packaging material and securely anchored to a pallet.

VIII.9 The Exhibitor is responsible for the exhibition area and all equipment rented by the Organizer, and he is obliged to hand them over intact after the end of the Event. If the Exhibitor damages or leaves exhibition areas, exhibition grounds or equipment lent by the Organizer unclean, he shall be obliged to compensate the Organizer for the damage/harm caused in full.

VIII.10 Smoking and handling of open flames is prohibited in the exhibition hall. Smoking is only permitted in pre-designated and marked areas.

It is prohibited to use, store or handle any flammable material or objects such as burners, stoves or portable heaters, propane-butane tanks or other pressurised gas in all areas of the Event.

All gas-powered vehicles (LPG) are prohibited from entering the Event area.

Grinding, welding work, work with open fire, etc. are subject to prior approval from the Trojhalí Karolina safety technician or the fire chief.

VIII.11 All escape routes must always be clear and not blocked by any objects that could impede movement in the event of an evacuation. The aisle between rows of stalls must be at least 3 m wide. There must be at least 85 cm of free space between free-standing stalls. Especially areas with escape doors, electrical distribution boards, water supply, etc., must be kept free and accessible. The same rule applies to all fire equipment, such as fire hydrants, fire sensors, etc.

VIII.12 For the duration of the Event, it is necessary to strictly observe the obligations set forth in generally binding applicable regulations, the General Terms and Conditions and the Organizer's instructions. If the Organizer notices a serious violation, a sanction or contractual penalty may be imposed (see point VI.5.).

IX Presentation

IX.1 In order to provide complete information about the Exhibitor in the exhibit catalogue, it is essential that the Exhibitor meets the established deadline, namely 14 May 2026.

The deadline for approving the exhibit implementation is **30 April 2026**.

IX.2 The exhibitor is only entitled to promote his products in his own exhibition space or on advertising areas designated for this purpose by the Organizer. Placing advertising banners, distributing leaflets, and putting up promotional and information materials outside of the Exhibitor's exhibition area, such as on windows, walls, floors or pillars of pavilions, is not permitted. The Organizer is entitled to prohibit or remove any advertising materials that do not comply with the above conditions at the Exhibitor's expense.

The Exhibitor cannot disturb or restrict surrounding exhibits with his presentation. Banners, posters and other promotional materials can only be put in places designated by the Organizer for an additional charge. The Organizer may ban or restrict such presentations if they cause noise, dust, fumes or vibrations, and disturb or otherwise restrict the running of the Event.

IX.3 The Exhibitor may only exhibit approved objects. Exhibits may be replaced with other items if the Exhibitor notifies the Organizer in writing in advance. After the exhibition approval date, exhibits can only be changed upon agreement with the Organizer. The Organizer is entitled to demand exhibits to be removed if the Exhibitor has not received permission from the Organizer, or if it turns out that they cause disruption or danger or are incompatible with the nature of the Event. In case of failure to comply with these conditions, the Organizer is entitled to remove the exhibit at the Exhibitor's expense.

IX.4 Any fees for playing music at stalls or other presentations at the Event are covered directly by the Exhibitors at their own expense. The noise level by the stall must not exceed 70 dB pursuant to Government Regulation No. 272/2011 Coll., on the protection of health from the adverse effects of noise and vibration, as amended. The Exhibitor is also obliged to request approval from the relevant collective copyright administrator (OSA, INTERGRAM) pursuant to Act No. 121/2000 Coll., the Copyright Act, as amended.

IX.5 Pursuant to Act No. 40/1995 Coll., on advertising regulation, the Exhibitor agrees to receiving offers concerning his participation in the trade fair.

IX.6 The Exhibitor acknowledges that throughout the event organized by the Organizer, photographs may be taken and videos may be recorded for the purpose of documenting and promoting the Organizer's events. Within the scope of these activities, the Organizer is the personal data controller pursuant to the GDPR and Act No. 110/2019 Coll., the legal basis being legitimate interest pursuant to Art. 6 (1)(f) of the GDPR. Details pursuant to Art. 13 of the GDPR and Section 11 of Act No. 110/2019 Coll. are listed in the Privacy Policy available at the location of the Event and on the Organizer's website (including contact information for the controller/DPO and the right to file a complaint with the Office for the Protection of Personal Data). The Exhibitor hereby grants the Organizer permission to use the appearance and speech of persons working at his stall pursuant to Sections 84 to 90 of the Civil Code free of charge, and he provides a non-exclusive license to use his trade name, trademarks, logos and stall graphics to the extent necessary for the listed purposes. The recordings may be published in printed materials, on the Organizer's website and social media for a maximum period of 5 years worldwide, while the persons captured in the recordings may object to the recordings or request their removal at any time, which the Organizer will comply with if this is reasonably possible considering the nature and location of the publication; this is without prejudice to lawful use and copyrights pursuant to Act No. 121/2000 Coll.

IX.7 The Organizer is entitled to use text, images and materials sent by the Exhibitor for the purposes of presenting the Organizer/Event in which the Exhibitor participated.

IX.8 The Organizer is the controller of the Exhibitor's personal data to the extent necessary for the conclusion and performance of the contract, accounting and protection of legitimate interests (Article 6(1)(b), (c) and (f) of the GDPR). The Organizer may send marketing communications based on legitimate interest; the Exhibitor has the right to refuse to receive them at any time in a simple manner (clear opt-out in each email). Data processors particular include providers of IT and sales systems with whom the Organizer has concluded data processing agreements.

X Security, losses and insurance

X.1 The Organizer is not liable for loss, destruction or damage to exhibits, stall equipment and facilities, goods, packaging and packing material, regardless of whether the destruction or other damage occurred before, during or after the Event.

X.2 During assembly, the Event and dismantling, the Organizer provides basic security for the premises and security services. The security guards are authorised to randomly check all vehicles entering and exiting the premises and to verify visible passes of persons authorised to be on site.

X.3 The Exhibitor has the option of booking individual security for his stall with the Organizer.

X.4 In the event of theft or damage, the Exhibitor must immediately report this fact to the Organizer and the Czech Police. For this purpose, the Exhibitor shall take out insurance for his exhibits, exhibition equipment, exhibited goods, materials and personal belongings. Exhibitors may only receive compensation for damage/harm from the insurance company with which they have concluded an insurance contract.

XI Final provisions

XI.1 If, due to circumstances beyond his control, the Organizer is unable to hold the Event or ensure its proper running at the venue — Trojhalí Karolina Ostrava — he is entitled to move the Event to another venue (an appropriate presentation area in the Czech Republic that corresponds to the importance and scope of the Event) chosen by the Organizer. The Organizer must immediately inform the Exhibitor of this fact, specifying the new location and the location of the Exhibitor's exhibition space within the new venue. A change in venue does not affect the Exhibitor's obligation to fulfil the obligations arising from the concluded contract for participation in the Event.

XI.2 All changes and amendments to the contractual relationship may only be made by written agreement between both parties, unless the Organizer expressly stipulates otherwise in a specific case.

XI.3 Any claims by the Exhibitor against the Organizer must be made in writing immediately after the defect is discovered, no later than on the last day of the Event, otherwise his right shall lapse.

XI.4 Contractual relations are governed by Czech law, and any potential disputes will be decided by a Czech court of first instance in whose district the Organizer has his registered office.

XI.5 The Organizer is entitled to unilaterally change these General Terms and Conditions with effect from the date of publication/update and notification of the Exhibitors.

XI.6 These General Terms and Conditions shall enter into force and effect on the date of publication/update and notification of the Exhibitor.

GENERAL TERMS AND CONDITIONS — TICKETS

These general terms and conditions govern the legal relationship between VIA PRO MOTION s.r.o. as the organizer and distributor of tickets for the RAIL BUSINESS DAYS event (hereinafter referred to as the 'Event' and 'Organizer') and customers — ticket buyers (hereinafter referred to as the 'Customer'). The Organizer is identified in the header to these terms and conditions.

I Types of tickets and purchase methods

I.1 Electronic ticket (e-ticket) — purchased online; delivered by email to the Customer upon payment.

I.2 Ticket purchased on site — physical (paper) issued at the ticket office at the Event upon payment in cash or by credit card.

I.3 Free admission — free admission for: children under 15 years of age; students with a valid ID; holders of a disability card (including persons accompanying someone with a disability).

II Prices and payment terms

II.1 The ticket price is governed by the current price list for the given year; the published prices represent the Organizer's non-binding offer.

II.2 Payment methods: bank transfer, invoice, online payment gateway or cash/card payment on site.

II.3 The Organizer may sell tickets via ENIGOO s.r.o. CRN: 08750823, registered office: Hlaváčova 207, Zelené Předměstí, 530 02 Pardubice, registered in the Commercial Register: C 44999, maintained by the Regional Court in Hradec Králové. The customer acknowledges the technical terms and conditions for the payment gateway/check-in.

III Conclusion of a contract

III.1 Online (remote) purchase: By placing an order online, the Customer makes a binding offer. The contract is concluded when the Customer pays the price in full.

III.2 On-site (in-person) purchase: The contract is concluded when the physical ticket is paid for and received at the ticket office.

IV Ticket delivery and validity

IV.1 E-ticket: delivered exclusively to the email address provided in the order; the Customer is responsible for the correctness and accessibility of his email address. If the Customer provides an invalid email address or makes delivery impossible, he shall bear the risk of failed delivery and shall not be entitled to compensation for the lost e-ticket.

IV.2 On-site ticket: becomes valid at the time of issue; validity is governed by the officially published opening hours of the Event.

IV.3 Repeated use/sharing: The customer may not make the e-ticket available to third parties with the exception of gifting it to another person; resale, distribution and misuse are prohibited. In the event of duplication/misuse, the ticket may be invalidated without a refund.

IV.4 An unused ticket shall expire after the end of the Event; no refund will be provided for a fully or partially unused ticket.

V Consumer rights (only for consumer purchases)

V.1 Before a contract is concluded remotely, the Organizer provides information pursuant to Sections 1811 and 1820 of the Civil Code (identity, price, costs, payment, delivery, rights arising from defects, supervision, contact details; available on the website).

V.2 Right to withdrawal: For tickets to the Event with a specific date, the consumer does not have the right to withdraw within 14 days pursuant to Section 1837(j) of the Civil Code (provision of services related to leisure activities with a specified term).

V.3 Complaints (defective performance): If the ticket does not correspond to its description (e.g. technical malfunction of the e-ticket not caused by the Customer), the consumer may file a complaint without undue delay; the Organizer will handle the complaint within 30 days.

V.4 Out-of-court settlement of disputes: The consumer may contact the Czech Trade Inspection Authority (www.coi.cz) with a request for out-of-court dispute resolution; the Czech Trade Inspection Authority supervises compliance with obligations under consumer contracts.

VI Changes to the Event, cancellation and refund

VI.1 The programme, dates, and locations are subject to change; significant changes will be announced by the Organizer immediately.

VI.2 Event cancellation — if the Event is cancelled without an alternative date, the Customer is entitled to a refund of the ticket price (excluding incidental costs, airfare, accommodation, etc.). In the event of a postponement, the ticket remains valid for the alternative date; if the Customer refuses, he may request a refund within the period announced along with the postponement.

Force majeure/safety reasons — limited capacity, evacuation or closure of zones may be ordered without compensation, provided that the Organizer is not in default and fulfils his legal obligations.

VII Behaviour at the Event and entry conditions

VII.1 The customer is obliged to comply with the Event's visitor rules and the instructions of the organizing service.

VII.2 The organizer may refuse entry or expel persons violating the rules, as well as persons with an invalid/altered ticket.

VIII Personal data protection and marketing

VIII.1 Controller: The organizer is the personal data controller pursuant to GDPR and Act No. 110/2019 Coll.; purposes: ticket sales and administration, accounting, event security, customer communication; legal basis: performance of contract, legal obligation, legitimate interest.

VIII.2 Marketing: The sending of commercial communications of VIA PRO MOTION s.r.o. is based on consent pursuant to Art. 6 (1)(a) of the GDPR, or Section 7(3) of the act on certain information society services (soft opt-in for own customers); consent can be revoked at any time.

VIII.3 Details (retention period, recipients, data subject rights, DPO/contact) are provided in the Privacy Policy available on the website and at the ticket offices.

IX Liability and compensation

IX.1 The Organizer is not liable for damage caused by force majeure or a breach of the Customer's obligations; he is not liable for third-party costs (travel, accommodation), unless expressly agreed otherwise.

IX.2 The Organizer's liability for damage to the consumer's property is governed by the Civil Code; Part Five of the Civil Code applies to obligations arising from defective performance.

X Final provisions

X.1 These GTC shall come into effect on the date of their publishing/update. The Organizer is entitled to unilaterally change these General Terms and Conditions with effect from the date of publication/update.

X.2 Legal relations are governed by Czech law.

X.3 The Organizer's contact details are listed on the Event's website.

GENERAL TERMS AND CONDITIONS — VISITOR RULES

- I. The Visitor Rules apply to the Event venue (Trojhalí Karolina and adjacent areas designated by the Organizer as the Event area, hereinafter referred to as the **'Venue'**) for Event visitors and other entering persons (hereinafter referred to as a **'Visitor'**).
- II. Upon entering the Venue, the Visitor undertakes to comply with these Visitor Rules.
- III. Authorisation to enter the Venue will be verified by a person authorised by the Organizer or by the Venue's security.
- IV. At the request of the Organizer, security guard or security services, the Visitor is obliged to present his personal luggage for inspection at the entry and exit gates.
- V. For the duration of the Event, entry to the Venue is only permitted with a valid ticket or Exhibitor Pass.
 - Visitors are especially not allowed to:
 - bring in and distribute brochures and other printed matter, carry out advertising activities, take photographs for the purpose of making a profit, conduct surveys and other similar activities, and carry out any unauthorised commercial activity (sale) without the Organizer's consent ,
 - damage property, vegetation and landscaping of the Venue,
 - enter the commercial parts of the Venue, areas not intended for the visiting public, and enter behind mobile fences,
 - move around on a bicycle, skateboard, roller skates or scooters,
 - smoke and use electronic cigarettes,
 - bring alcohol, narcotics and other toxic substances, weapons and other dangerous objects, or substances that can be used as an incendiary agent into the Venue, and use means that can cause a fire,
 - remain in the Venue after closing time, unless there is a social event by invitation or with the consent of the Organizer.
- VI. Visitors are not allowed to park in the Venue.
- VII. If a vehicle is left in the Venue or in places that prevent operation, service and interventions in the event of a malfunction, accident or emergency situations, or in the event of a fire, it will be towed from the Venue.
- VIII. Visitors must avoid behaviours that may result in a fire, follow orders and observe prohibitions regarding fire protection.
- IX. In the event of a fire, the Visitor shall follow the fire alarm guidelines of the Venue, obey evacuation calls and follow the instructions of the persons managing the evacuation. To achieve safety, he must use information and fire signs marking escape routes.
- X. In the event of emergencies, Visitors must follow the instructions of the police and persons responsible for evacuation. The Organizer is entitled to temporarily limit capacity or close parts of the Venue in order to ensure safety.
- XI. In the event of an accident or other emergency in the Venue, each Visitor shall immediately notify Venue security or the Organizer (tel. +420 775 750 163); if necessary, a first aider will be called.
- XII. The Organizer is not liable for the loss of items brought into the Venue or for damage to the property or health of the Visitor caused by his own actions or the actions of third parties in violation of the terms of these Visitor Rules.

Found items shall be handed over to the Venue security or to the Organizer's information point. Findings shall be recorded until the end of the Event; after this period, the applicable regulations are followed.
- XIII. Dogs are prohibited from entering the Venue, with the exception of guide and assistance dogs according to special applicable regulations.
- XIV. Visitors acknowledge that the Organizer may take visual photographs or make videos of the Event in the Venue for the purpose of documenting and promoting the Event and the Organizer's activities (legitimate

interest pursuant to Article 6(1)(f) of the GDPR). This is done with respect for the privacy of Visitors. Visitors have the right to object to the processing of their personal data; they can voice their objections directly to the person taking the photograph/video, or to the Organizer's contacts listed below. In justified cases, the Organizer will not take a photograph/video, or will anonymize the Visitor in the photograph/video.

- XV.** The visitor acknowledges that selected areas of the Venue may be monitored by a CCTV system with recording for security reasons in order to protect the life and health of persons, protect property and prevent illegal activities (legitimate interest pursuant to Article 6(1)(f) of the GDPR). This footage is kept for the necessary period of time, usually no longer than 7 days, after which it is automatically overwritten; in the event of an incident that requires it, the retention period may be extended appropriately. Recipients may be security providers and public authorities within their legal authority. Visitors have the right to access, erasure or restriction of processing and the right to object; the method of exercising these rights is set out below in the 'Privacy Policy'. Monitored areas are marked with pictograms at entrances.
- XVI.** Visitors are obliged to follow the current safety and hygiene rules applicable to the Event, which the Organizer will clearly announce and make available at entrances to the Venue and on his official communication channels. These rules may particularly include measures regarding hand hygiene, definition of passable corridors, restrictions on the entry of persons with symptoms of acute illness, and other appropriate organizational measures aimed at protecting the health of Visitors and the smooth running of the Event.
- XVII.** The company reserves the right to deny entry to the Venue to any Visitor who does not comply with the terms and conditions of these Visitor Rules, any Visitor under the influence of alcohol, narcotics or other toxic substances, or any Visitor who behaves in a disruptive or inappropriate manner given the nature of the Event, without a refund of the ticket price.
- XVIII.** Children under the age of 15 may only enter the Venue if accompanied by a responsible person over the age of 18.
- XIX.** Suggestions and complaints regarding the operation of the Venue and the course of the Event can be submitted to the organizing service on site, or sent by email to the Organizer; they will be processed without undue delay, no later than within 30 days.
- XX.** The organizer reserves the right to change these terms and conditions at any time; the terms and conditions are valid for an indefinite period.