

1. Registration

Please register on our website using the registration form prepared for you. Please make absolutely sure that you provide us with the name of the participant and with the full invoice address including phone number as well as e-mail address. Your registration will be binding and will be posted by us in the order of receipt. If the event is already fully booked, we will contact you without undue delay; otherwise, we will send your confirmation of registration to you.

By registering, you acknowledge the GTC and commit yourself to paying the participation fee.

2. Terms of Payment

Please pay the participation fee not later than 14 days after receipt of the invoice. The participation fee must have been received by us prior to the start of the respective event.

3. Your Cancellation Guarantee for Events

3.1 Representation

You may designate a representative to substitute the participant at any time. This will not result in any additional costs for you.

3.2 Changing your booking

You may change your booking to another event date or also to another event at any time. Please notify us of this in writing. In case of any changes to your booking (which shall be possible only once), we will charge the following handling charges:

- changes to booking up to four (4) weeks prior to the start of the event: free of charge
- changes to booking four (4) to two (2) weeks prior to the start of the event: US\$ 100.00 / EUR 90.00 plus VAT
- changes to booking less than two (2) weeks prior to the start of the event: 30% of the participation fee plus VAT, but not more than US\$ 850.00 / EUR 750.00 plus VAT

3.3 Withdrawal

You may withdraw from the agreement at any time. Such withdrawal may only be made in writing. Please note that we will charge the following handling charges:

- withdrawal up to four (4) weeks prior to the start of the event: US\$ 100.00 / EUR 90.00 plus VAT
- withdrawal less than four (4) weeks prior to the start of the event: the full participation fee plus VAT

The same shall also apply in any case of non-appearance of the registered participant.

4. Cancellation of Events

We reserve the right to cancel the event due to insufficient demand and/or owing to the number of participants being too low (up to seven (7) days prior to the scheduled event date at the latest) or for any other important reasons not attributable to us (e.g. sudden illness of the speaker, force majeure). Any participation fees already paid by you will, of course, be reimbursed to you. Any further liability claims or claims for compensation for damages not related to the violation of life, body or health shall be excluded, unless any act of intent or gross negligence has been committed on our

part. Please also take this into account for any hotel rooms as well as any airline or train tickets booked by you.

5. Reservation of Changes

We shall be entitled to make any necessary changes or deviations in terms of content, method or organisation (e.g. due to legal changes) prior or during the event, unless such changes or deviations materially alter the benefit of the announced event for the participant. We shall be entitled to replace the planned speakers if necessary (e.g. due to illness, accident) by other individuals who are equally qualified regarding the topic announced.

Any change in the person of the speakers or any postponements in the time schedule shall not entitle the participant to either withdraw or terminate or to reduce the fees.

The documents made available within the framework of the event will be prepared to the best of our expertise and level of knowledge. Any liability and warranty for the correctness, topicality, completeness and quality of the contents shall be excluded.

6. Ancillary Agreements

Any ancillary agreements shall only be valid if made in writing. Should one provision of this agreement be, or become, void, ineffective or unenforceable, this shall not affect the effectiveness of the remaining provisions of the agreement.

7. Service Contents of Events

Unless indicated otherwise, the respective participation fees stated shall include:

- one joint lunch on each full seminar day;
- drinks during the breaks; and
- comprehensive work documents (OTRS administrator training).

8. Data Protection / Data Storage

Note in accordance with Section 33 German Federal Data Protection Act (*Bundesdatenschutzgesetz, BDSG*): the storage and processing of any customer data will take place in strict compliance with the German Federal Data Protection Act by the OTRS Group, any neutral service providers engaged by us and any affiliated companies.

The customer data will be stored for settlement, billing and advertising purposes in the form of your name, the name of your company, your or your company's postal address, your telephone number as well as your e-mail address. You may object to any use of your data for advertising purposes. Please notify us of this in writing.