

## General Terms & Conditions for the Purchase of Tickets

### I. General

#### § 1 Scope of General Terms & Conditions for Tickets

- 1.1 The purchase of tickets for events taking place on the premises of the Leipziger Messe GmbH (hereinafter "Leipziger Messe") and designated events not taking place on the above premises is subject to these General Terms & Conditions (hereinafter "GT&C"), which are accepted by the visitor when ordering tickets. Any deviating terms of the visitor shall not become an integral part of the contract, even if the Leipziger Messe does not expressly contradict said terms.
- 1.2 Subject of the contract governed by this GT&C is the supply of tickets for fairs and other events (hereinafter "events") hosted by the Leipziger Messe or its partners (hereinafter referred to as "guest organiser" or "guest events") for whom the Leipziger Messe conducts ticket sales.
- 1.3 Contractual relationships regarding event attendance are established solely between the visitor and respective guest organiser through the purchase of tickets. Unless otherwise indicated in the ordering procedure, for guest events the Leipziger Messe acts solely as an intermediary on behalf of the guest organiser in regard to the event contract (Veranstaltungsvertrag). The GT&C of the guest organiser shall take precedence over any other in regard to event performance. Visitors shall be informed of such terms and conditions separately when placing the order. Any claims asserting legal breaches of duty in connection with the event contract shall be raised solely against the guest organiser.
- 1.4 At visitor's option the contracts are concluded in German or English language. In case of disputes as regards the interpretation of the German Terms and conditions the German version shall prevail.

#### § 2 Admission Requirements

- 2.1 For certain events only professional visitors or persons of a certain age shall be granted admittance. Specific admittance requirements can be found on the internet site for the event in question. The Leipziger Messe has the right to enforce any rules regarding admittance in an appropriate manner and to deny admittance to any persons who fail to meet the requirements. Any demands asserted by the visitor—regardless of their nature, in particular demands for reimbursement of the price of the ticket and/or catalogue, or damage compensation - are hereby precluded.
- 2.2 The visitor shall bear the responsibility to inform himself in full and in a timely manner of the pertinent requirements for entering the Federal Republic of Germany (e.g. visa requirements). The Leipziger Messe shall not be liable for any damage or other disadvantages which could be suffered by the visitor as a result of failing to observe this condition for admission.

## **II. Sale of Tickets**

### **§ 3 Contract Conclusion**

- 3.1 Ticket orders placed via the internet portal of the Leipziger Messe (hereinafter referred to as "online orders") shall be subject to the following conditions:
  - 3.1.1 The ticket sale via the internet portal is rendered via an automated shop system. The availability of tickets is checked automatically upon entry of the order details already. If unavailable, visitor gets a relevant information or alternative proposals to the extent possible.

Upon entry of the order the visitor gets a summary of the data and order entered. To change the same it is necessary to scroll up to the input screen where the data can be changed.

By pressing the "Order with costs" button after the means of payment has been chosen the contract becomes effective.

- 3.1.2 After purchase the visitor will get a purchase confirmation by email that also includes a link to the visitor's account showing a summary of the order details and the tickets ordered, the associated invoice and where these General Terms and Conditions can be downloaded. Visitor may print and/or store these documents (tickets, invoice, GT&C).

Although the visitor's order data are stored by Leipziger Messer they will be no longer available for the visitor via the website of Leipziger Messe as soon as the order procedure has been completed.

- 3.2 For orders not placed via the internet (offline orders) the contract will come into being by sending the fully completed order form and the subsequent sending of the tickets by the Leipziger Messe.
- 3.3 Any offers made by the Leipziger Messe shall remain non-binding unless expressly described as otherwise.

### **§ 4 Prices and Terms of Payment**

- 4.1 Payment shall be made by online direct payment via instant transfer, by online payment paydirekt, PayPal, or credit card. All amounts fall due for payment immediately and in full upon conclusion of the contract. In the case of a guest event, the Leipziger Messe shall collect the amount payable from the visitor on behalf of the guest organiser.
- 4.2 The applicable rate of value-added tax shall be included in the final price shown for the online shopping cart. Invoices shall only be sent electronically and generally as an attachment to the email confirming the order. Credits shall also be sent electronically.
- 4.3 In case of non-payment, the Leipziger Messe shall have the tickets blocked.

## § 5 Mailing, Printing and Collection

- 5.1 If ordered online, the tickets will be made available as "print@home-ticket" (can be printed and/or stored) and "mobile ticket" (for smartphones). The tickets can always be retrieved at the visitor account.
- 5.2 If tickets have been ordered offline, they will be sent via normal post by the Leipziger Messe. The tickets shall remain the property of the Leipziger Messe until full payment has been made. The mailing of tickets shall be at the visitor's risk, unless deliberate intention or gross negligence exists on the part of the Leipziger Messe or its agents.
- 5.3 The visitor shall examine the assigned tickets immediately upon their becoming accessible or receipt to verify compliance with the order receipt or order confirmation details. In the case of apparent faulty delivery, in particular in the event of incorrectly issued tickets (e.g. incorrect seat category, incorrect event), such tickets shall be replaced free of charge in return for the incorrect tickets, provided the visitor reports the error without delay (within one week after receipt) in writing to: Leipziger Messe GmbH, Abt. Besucherservices Messe-Allee 1, D-04356 Leipzig, Germany, or via email to [tickets@leipziger-messe.de](mailto:tickets@leipziger-messe.de).
- 5.4 If, for selected events, on-site collection of the tickets is intended, the visitor shall collect the tickets in a timely manner on the same day as the event at the designated counters of the Leipziger Messe by presenting the order confirmation and valid photo ID.

## III. Event Services

### § 6 No Right of withdrawal

- 6.1 A statutory right of withdrawal does not exist with regard to the services offered by Leipziger Messe by way of online purchase to be provided at a specific time or within a precisely specified period in accordance with § 312g paragraph 2 no. 9 BGB.
- 6.2 In the case of guest events, the existence of a right of cancellation is governed by the General Terms and Conditions of the guest organiser, but reversal is effected via Leipziger Messe.

### § 7 Resale

- 7.1 For security reasons and to avoid illicit trade and speculation, tickets may only be purchased for private or business use. The visitor undertakes to purchase and use the tickets solely for his/her own purposes.
- 7.2 Ticket sales are transacted solely via the official ticket agencies of the Leipziger Messe or the guest organiser. The purchase of tickets for the purpose of commercial resale and any offer or resale of tickets with the intent to realize profits shall not be permitted. In particular, it is not permitted to offer tickets at internet auctions (e.g. eBay) or through press, radio or other media with the intent to realize a higher price.

Furthermore, selling tickets through ticket agencies not authorized by the Leipziger Messe shall not be allowed.

- 7.3 Ticket may only be given to persons who meet the necessary requirements for admission (age, professional qualification, etc.).
- 7.4 In the event tickets are distributed in an impermissible manner, the Leipziger Messe shall have the right to block the tickets in question and deny the ticket holder access to the event premises without providing compensation. Moreover the Leipziger Messe may refuse to sell tickets to the offending visitor for a reasonable amount of time and ban the visitor from the premises.

## § 8 Warranty

- 8.1 The Leipziger Messe shall only be liable for the organization, performance and quality of the event when it is the organiser itself. For guest events, the respective guest organiser alone shall be responsible. In case of guest events, no liability will be assumed by the Leipziger Messe for the accuracy of the information communicated by the guest organiser (e.g. on the website advertising the guest event).
- 8.2 The Leipziger Messe reserves the right to make changes to programmes and casts. The right to a refund for tickets exists only in cases where the change is not insignificant or where the visitor cannot be reasonably expected to accept the change in view of his/her justified interests.
- 8.3 If an event is postponed, the tickets automatically remain valid for the new event date. A transfer/exchange is not necessary. If an event is cancelled without replacement, Leipziger Messe will reimburse the costs on request. Further claims, e.g. for reimbursement of travel costs incurred, cannot be asserted against Leipziger Messe.
- 8.4 Furthermore, complaints regarding defects may only be raised against the Leipziger Messe if the usability of the supplies or services provided by the Leipziger Messe is significantly hampered.
- 8.5 Liability for initial faults or defects that could justify a reduction in rental or leasing fees shall be excluded.

## IV. General Provisions for all Events

### § 9 Liability of the Leipziger Messe

- 9.1 The Leipziger Messe shall pay damages and reimburse wasted expenditures, regardless of legal grounds (contract, tort), to the following extent only:
  - The full amount in case of deliberate intention, gross negligence and in cases where the Leipziger Messe has expressly assumed in written form a contractual guarantee or procurement risk;
  - In all other cases, an amount limited to typical and foreseeable loss only if cardinal duties have been breached, without which contract performance would

be jeopardized and therefore the fulfillment of which may be relied upon by the visitor, as well as in cases of default and claims arising from liability for defects/warranty.

- 9.2 To the extent that the liability of the Leipziger Messe is effectively precluded or limited by the aforementioned terms, the same shall also apply to the personal liability of employees, other staff, organs, representatives and agents of the Leipziger Messe.
- 9.3 Statutory liability in the event of personal injury and under product liability law shall remain unaffected.
- 9.4 No liability will be assumed by the Leipziger Messe for any disruption, delay and/or loss caused by acts of God or natural events.

## **§ 10 Data Privacy**

- 10.1 The Leipziger Messe processes the personal data of visitors in accordance with applicable data protection law. Personal data (name, address, telephone number, email address, credit card information, etc.) is collected, processed and used by the Leipziger Messe to the extent required for establishing, amending and fulfilling the contractual relationship.
- 10.2 The Leipziger Messe shall be entitled to disclose data to third parties commissioned by it for contract fulfilment and to the guest organiser to the extent that such disclosure is necessary to enable attendance of the event or to enable additional services in connection with the event.
- 10.3 Visitors may at any time instruct the Leipziger Messe not to use or disclose personal data for commercial purposes or for purposes of market research or opinion polling. Visitors may revoke any previously given consent. Visitors will be informed of this right of revocation each time they are contacted for promotional purposes.

## **§ 11 Health protection**

- 11.1 Leipziger Messe is entitled to refuse visitors access to the event if measures to be observed by the visitor, which are intended to serve the safe conduct of the event (in particular health protection), are not observed by the visitor concerned. In such a case, any fees paid are generally non-refundable.
- 11.2 The above regulations according to paragraph 11.1 do not apply if the measures to be observed have not been announced in particular by the house rules of Leipziger Messe, by notices in the relevant entrance areas of the exhibition grounds on the day of the event or by online publications.

## **§ 12 Miscellaneous**

- 12.1 In addition to the GT&C, separate and supplementary conditions shall apply (in particular the appended regulations for use of the Leipziger Messe premises), in particular with regard to access to the events and exhibition halls, conduction of the event, and public safety and order at the Leipziger Messe [Annex].

- 12.2 Every visitor irrevocably consents to the free-of-charge use of his/her image for photographs, live broadcasts, programs and/or audio/visual recordings in all present and future media formats made by the Leipziger Messe, a guest organiser or their agents in connection with the event.
- 12.3 Leipziger Messe has a code of conduct of the Leipziger Messer Group for responsible actions in conformity with law. This code can be downloaded at <https://www.leipziger-messe.de/verhaltenskodex-pdf> (German only)
- 12.4 Should a provision of these GT&C or the guest organizer's GT&C be or become invalid or unenforceable, such provision shall not affect the other provisions of the contract.
- 12.5 All legal relationships between the contractual partners shall be subject only to German law with the exclusion of the UN Convention on Contracts for the International Sale of Goods.
- 12.6 Place of performance and legal venue for all disputes arising from this contractual relationship shall be Leipzig if the visitor is a merchant or has his place of residence abroad.

### **§ 13 Use of MDV public transport (only if specifically noted on ticket)**

- 13.1 If this is expressly stated on the respective (online) ticket, this entitles the holder to travel to and from the event site on public transport operated by the Mitteldeutscher Verkehrsverbund (MDV) on the day of the event at no extra cost. For events taking place in the calendar year 2024, the entitlement includes the return journey free of charge in zones 110, 151, 156, 162, 163, 168, 210, 225 (2nd class). For events taking place in the calendar year 2025, the entitlement includes the return journey free of charge in zone 110 (2nd class). A transport agreement is reached directly between the visitor and the MDV subject to the MDV conditions and fares applicable at the time the ticket is ordered. The portion of the ticket price allotted to travel, including value-added tax, will be collected by the Leipziger Messe on behalf of the MDV.
- 13.2 Online tickets allowing free MDV public transport are only valid if signed where indicated prior to using public transport. The name on the ticket and the name on the document allowing for free travel must be identical. The right to use public transport is non-transferable and only valid in conjunction with a valid photo ID or similar proof of identity issued by an educational institution. The photo ID must be presented together with the online ticket if passenger tickets are checked.
- 13.3 If a weekday is printed on the ticket, the visitor shall check the corresponding day of the visit on the ticket before using public transportation. The right to travel shall then apply during the time period of the event on that day. A multi-day ticket includes all travel to and from the event during the entire event in the zones listed under § 13.1. The right to use public transport is only valid in conjunction with a valid photo ID.

### **V. Additional conditions for congresses, seminars, meetings and conferences**

The price of admission is understood to be per person and event, plus the applicable value-added tax. No right to a replacement exists in the case tickets are lost.

Orders, changes or cancellations must be made in writing. Rebookings of courses or congress tickets of any kind are subject to a service fee of 10.00 EUR; names can be changed free of charge. A service fee of 25.00 EUR will be due for subsequent changes to the invoice. Fees are subject to value-added tax (VAT).

The Leipziger Messe reserves the right to substitute previously announced speakers and make necessary changes to the programme while maintaining the overall character of an event. Participants will be notified immediately if the event cannot be held due to an act of God, inability of a speaker to attend, disruptions at the event location, or insufficient attendance. Admission fees will be refunded if the event is cancelled due to insufficient attendance. Any claims for reimbursement of expenses for travel or accommodation or loss of work shall be precluded, unless such expenses are the result of grossly negligent or wilful acts on the part of the Leipziger Messe.

Presentations and documentation related to the event are protected by copyright law and may not be copied, distributed or used for commercial purposes in any form—not even in excerpted form—without the approval of the Leipziger Messe and the presenters in question. Prior approval by the Leipziger Messe is also required for filming and audio recording during the event. Taking photos is not permitted. No responsibility or liability will be assumed by the Leipziger Messe for incorrect presentations or documentation.

## **VI. Platform for Online Dispute Resolution**

**As an online merchant, we are obligated under Section 14 (1) of the ODR Regulation to point out the European Commission's platform for online dispute resolution:**

<http://ec.europa.eu/consumers/odr/>

**The Leipziger Messe is neither willing, nor obliged to participate in a dispute resolution procedure before a consumer conciliation body.**