

## General Terms and Conditions (GTC)

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### 1. Scope

1.1 These General Terms and Conditions (GTC) shall apply to participation and related bookings for events organized by Deutsche Bunsen-Gesellschaft für physikalische Chemie e.V. (hereinafter referred to as the organizer or DBG). Any deviating terms and conditions of the purchaser/participant/customer shall not be valid.

1.2 The organizer reserves the right to make changes and additions to these regulations. Possible amendments and supplements shall become valid through publication on [www.bunsen.de](http://www.bunsen.de).

### 2. Conclusion of Contract, Reclamation

2.1 By booking, the customer accepts the general terms and conditions of the organizer.

2.2 The offer for the conclusion of a contract is made by the customer as soon as he has clicked on the so-called "Buy Button" or the clearly labeled button according to § 312j para. 3 BGB. A contract between the customer and the respective contractual partner (DBG or service provider) shall be concluded as soon as DBG or the service provider commissioned by DBG allocates and sends the registration confirmation to the customer.

2.3 Each participant needs a separate online registration.

2.4 Buyers are requested to check all details immediately upon receipt of the confirmation and the invoice. Reclamation of changes must be made by email to [service@bunsen.de](mailto:service@bunsen.de) within 24 hours of purchase. Later complaints or changes will be subject to a charge or will not be accepted. Changes to the billing address cost 10 euros including VAT.



2.5 In case of loss of the registration confirmation, a replacement can only be provided if a personal proof of payment is provided by the buyer/participant.

### **3. Cancellation, No-Show**

3.1 Cancellations must be made in writing (e-mail). For cancellations 4 weeks before the start of the event, a cancellation fee of 40.00 EUR will be charged. For cancellations after this deadline, the full invoice amount will be due. Registration can be transferred to another participant at any time free of charge. Changes must be communicated in writing (e-mail). Any balances between the participation fees of members and non-members will be offset or credited.

3.2 In case of no-show/non-participation the full invoice amount will be due

3.3 Program changes do not entitle to return/exchange of tickets (see also point 5).

### **4. Prices, Retention of Title**

4.1 The price stated on the invoice is the final price and binding towards the buyer/participant.

4.2 DBG accepts payments by PayPal, credit card and bank transfer for online bookings. For payments by bank transfer, the invoice number must be indicated. All bank charges and transfer costs must be borne by the remitter. Participants registering on-site at the registration desk will pay the invoice by credit card.

4.3 The buyer/participant undertakes to pay the invoice amount within the payment period stated on the invoice. If payment is made only 2 weeks before the start of the event, proof of payment must be presented when picking up the tickets and conference documents at the conference office.

4.5 All prices include the applicable sales tax, if applicable.

4.6 If special prices are granted for reductions, this will also be shown separately. If no discounts are shown, they cannot be granted. The discount must be granted upon presentation of proper proof. It must be possible to provide such proof at any time and without delay. If the proof cannot be provided, the difference between the full price and the reduced price must be paid by the participant at the latest at the beginning of the event in order for him/her to be entitled to admission.

### **5. Program Changes, Rescheduling/Cancellation of Events**

5.1 Program changes do not entitle the customer to withdraw from the contract, to return the tickets or to reduce the purchase price.

5.2 In the event of cancellation or discontinuation of an event due to force majeure, a refund is excluded.

5.3 In the event of cancellation by the organizer, a time-defined replacement event or refund may be offered as an option.

5.4 In the case of existing exhibitor contracts, the following shall apply: If DBG has to cancel the event at short notice for reasons for which it is responsible, it shall be obliged to refund the exhibitor's financial payments received in part or in full. DBG is entitled to retain part of the amount already received from the exhibitor if the exhibitor's support was already indicated with the exhibitor's logo in the run-up to the event. However, the refund always includes at least 50% of the total amount.

## **6. Admission, Conditions on Site**

6.1 The house rules of the premises rented by the organizer apply.

6.2 Obstructions to visibility must be expected at some venues. This does not entitle to a reduction or compensation or withdrawal from the contract.

6.3 It is not permitted to bring animals onto the event premises.

6.4 The instructions of the personnel employed by the organizer and the organizer must be followed.

## **7. Picture, Video and Sound Recordings**

The participants of the event irrevocably and free of charge agree that the organizer or persons commissioned by the organizer are entitled to create, produce, reproduce and publish in all media without prior agreement image, video and/or sound recordings of the participants, which go beyond the reproduction of a current event.

## **8. Room Reservations**

We expressly point out that the obligation of payment lies with the participant for rooms booked and not used.

## **9. Liability**

9.1 Claims for damages by the customer, in particular for damage to the coat room, are excluded.

9.2 It is agreed between the organizer and the customer that the customer uses the services of the organizer at his own risk.

## **10. Alternative Dispute Resolution**

The European Commission provides a platform for online dispute resolution (OS), which you can find at [ec.europa.eu/consumers/odr](https://ec.europa.eu/consumers/odr). We are not obliged to settle disputes with consumers and are not willing to participate in a dispute resolution procedure before a consumer arbitration board.

If you have any problems, please contact us directly at [geschaefsstelle@bunsen.de](mailto:geschaefsstelle@bunsen.de).



## **11. Applicable Law, Place of Jurisdiction**

German law shall apply. The exclusive place of jurisdiction for all claims in connection with the business relationship is Frankfurt/Main. DBG shall also be entitled to file suit at the customer's general place of jurisdiction.