

## GENERAL TERMS AND CONDITIONS

Last updated: 28 August 2020

By using the online registration system on the lider.events website, the User or the Customer agrees with all the rights, obligations and responsibilities from the General Terms and Conditions of Lider media d.o.o., Trg žrtava fašizma 6, Zagreb (OIB: 75374786952).

Lider media d.o.o. in cooperation with its partners (hereinunder: Organizer) organizes offline and online events (conferences, seminars, educations, business events, forums, round tables, workshops, etc.; hereinunder: Conferences), and on its lider.events website provides and sells products/services which enable the Customer to consume online and offline event content.

A Customer is any lider.events website visitor who opened the site with the intention to be informed and/or buy a product/service which has been offered on said website. A User is any lider-events website visitor.

This document is an electronic contract between Lider media d.o.o and the User or the Customer. By signing said contract both parties accept all the rights, obligations and responsibilities stated therein.

The Organizer retains the right to, at any moment and with no prior information and if it deems it necessary, cancel or amend Terms and Conditions specified herein.

The Organizer retains the right to change speakers who present digital or offline content during the Conference for the reasons beyond the Organizer's control. In such a case the User who has bought digital or offline content is not entitled to reimbursement from the service provider.

The Organizer retains the right to change the date of the Conference for the reason beyond the Organizer's control. In this case, the Customer is entitled to make a statement, in a documented form, of contract termination and to request the refund of the total amount paid for using digital or offline content (Registration Fee).

The Buyer or the User who has obtained access to digital or offline content (Registration Fee) may use said access in the scope foreseen by the law. The User or the Customer is prohibited to forward or project links to a third person who has not obtained access to digital or offline content (Registration Fee).

The Customer or the User is not permitted to disseminate content, present said content on the market, tamper with said content, duplicate, copy or distribute or use said content in any other digital or paper form (presentations).

In case of any amendments to these Terms and Conditions, the Customer/User shall be informed thereof by a notice posted on the website or by an e-mail. Amendments to the Terms and Conditions shall become effective within 3 days from the posting thereof on the website.

## Terms and Conditions of Purchase and Use of Lider's Offline and Online Conference Registration Fees

### 1. Fees

- Registration Fees for Lider Conferences are published on each subpage at <https://lider.events/> website. They are stated in HRK and/or EUR without value added tax (+VAT 25%).
- After an application has been made by means of a registration form, an automated message in the form of a quote i.e. request for payment is sent to the e-mail address entered for offer/quote submission.
- Participation at an online or offline Conference is allowed only to those participants who have paid the invoice until the day of the Conference. If said invoice has not been paid until the day of the Conference, a registered participant will not be given accreditation and will not be able to take part in said Conference.
- The receipt of payment for the service rendered is made and sent by Lider media d. o. o. on the day of the event.

### 2. Method of payment

- Payment by credit transfer is provided by Lider media d.o.o.

### 3. Accreditation download

- An offline accreditation containing the participant's name, surname and the company name is downloaded by the Customer according to the previously set participants' accreditation schedule located on the subpage of the Conference in which said Customer participates at the lider.events website.
- An online accreditation in the form of a link to a platform which streams the event is sent to the participant's e-mail address entered in the registration form, on the day of the Conference.

### 4. Terms and Conditions of Cancellation and Refund of Paid Offline and Online Registration Fees

- In case of a written cancellation of Conference participation 14 days before the day of said Conference, the full refund of paid Registration Fee is made. A written letter of cancellation shall be sent to the following e-mail address: konferencije@lider.media.
- A participant is entitled to a 50% refund of Registration Fee if a written cancellation is made seven days before the event.
- If a written cancellation is made six or less days before the event, the Registration Fee is unfortunately non-refundable.

- Any change of the name of a participant who has paid the Registration Fee can be submitted in writing no later than two days before the Conference.
- If the Registration Fee is not paid, the registered Customer/User shall not be sent an accreditation /online invitation and said Customer/User shall not be able to take part in the Conference.
- If a registered participant pays the Registration Fee but does not attend the online or offline Conference, a refund shall not be provided.
- The service provider retains the right to change the Conference date due to reasons beyond said provider's control.
- If the event is cancelled or the date of said event is changed, participants are entitled to a refund of the Registration Fee.

If said refund is requested, Lider media d.o.o. shall reimburse the fee amount minus the cost (delivery cost, transaction, services, etc.) on the Buyer's previously submitted bank account number.

Pursuant to Article 10 of the Consumer Protection Act, the User may send its written complaint to the following e-mail address: [lider@lider.media](mailto:lider@lider.media) or by post to: Lider media d.o.o., Trg žrtava fašizma 6, 10000 Zagreb, Croatia. The complaint must contain the sender's name, surname and the e-mail or postal address for sending the response. The response to a complaint shall be sent in writing no later than 15 days from the receipt of said complaint.