

I. General

1. These Terms and Conditions ("Terms and Conditions") govern your purchases of tickets for events organised by EIT RawMaterials e.V. ("Event") made through the sales network www.eitrmsummit.eu. Purchases of tickets through our sales network are deemed to be purchases of individual tickets as well as bulk orders.
2. By purchasing a ticket in any form, you agree and undertake to be bound by these Terms and Conditions. If you do not agree to these Terms and Conditions, or if you cannot comply with any of them, you may not make a purchase.
3. The organiser of the Event reserves the right to change the programme, date and venue of the Event. By purchasing a ticket, you as a customer acknowledge this right of the organizer.

II. Purchasing Tickets

1. Tickets are sold on the Website only in electronic form, which is sent to customers by email or customers are able to download and/or print this type of ticket via the public data network of the internet or in electronic form, which is sent to customers via a mobile application.
2. You will be informed of the prices of the individual tickets sold in our sales network on our company's website at www.eitrmsummit.eu.
3. In addition to the price of the ticket, which belongs to the organiser of the Event and is payable by you to the organiser, including any value added tax which it contains by law (hereinafter in these Terms and Conditions also referred to as the Admission Fee), it also includes additional remuneration due to our company for the fact that you have used the sales network to purchase a ticket.

This is the so-called Transaction Fee when using a credit card payment. Its amount is set according to Stripe's terms and conditions. Your total payment will include the Admission Fee, i.e. the price of the ticket in question, which belongs to the organiser of the Event, and the Transaction Fee, which belongs to Stripe. Invoice payments do not include the Transaction Fee.

III. Ticket refunds

1. Tickets can be refunded by sending an email to ticketing support at communications@eitrawmaterials.eu subject to the following conditions:
 - a. 60+ days cancellation before event: 100% less the ticket purchase transaction fee and refund transaction fee or bank fees associated with the refund (Start ticket sales until March 15th)
 - b. 59-15 days cancellation before event: 50% less the ticket purchase transaction fee and refund transaction fee or bank fees associated with the refund (March 16th - April 29th)
 - c. 15-0 days cancellation before event: No refund (April 29th - May 14th)
2. All refunds will be made no more than 60 days from the event end date of May 16th, 2023.
3. No refunds can be requested after the Event date