

TERMS OF SERVICE

I. GENERAL PROVISIONS

1. The Regulations specify the terms and conditions for the purchase of Tickets by Users of the Service operated by Expo Sweet EZIG 305 Kolejowa Street, 05-092 Łomianki, NIP: 118-201-23- 91 (hereinafter: "Seller").
2. The purchase of tickets shall take place on the terms and conditions set forth in these Regulations.
3. The Regulations set forth the general rules constituting the legal basis for purchasing Tickets. Each User is obliged to become familiar with the Regulations before purchasing Tickets.
4. By purchasing Tickets the User confirms that he/she has read the Regulations, accepts its content and undertakes to comply with the provisions of the Regulations.
5. The Regulations are available on the Website and are provided free of charge prior to the conclusion of the contract. At the request of the User, the Regulations are also made available in such a way that their content can be obtained, reproduced and recorded by means of an ICT system used by the User (e.g. by e-mail).

II. DEFINITIONS

1. Service - the Seller's website located at the Internet address <https://targi.exposweet.pl>, enabling the User to purchase a Ticket.
2. User, also referred to as Customer, is an entity which is a natural or legal person making a legal transaction (purchase) with the Vendor. Users / Customers may be only persons of full legal capacity, as well as legal entities.
3. Seller - Expo Sweet EZIG 305 Kolejowa Street, 05-092 Łomianki, NIP: 118-201-23-91
4. Ticket - a document marked with a barcode, entitling one adult person to a single admission to the EXPOSWEET Fair , on days and hours available to customers. The ticket bearer may bring in two underage children who will be under his constant supervision.
5. EXPOSWEET Fair - fair intended for professionals in the confectionery and food industry, taking place **from 16th to 19th February 2025**, organized by the Seller in EXPO XXI Warsaw (address: 12/14 Prądzyńskiego St., 01-222 Warsaw).
6. Regulations - these Regulations.
7. Agreement - a remote agreement concerning the provision by the Seller of the service of participation in the Fair, concluded as a result of placing an Order on the Site by the Customer and its acceptance by the Seller.
8. Form - a form to be filled out, available to the Customer on the Site, allowing the purchase of a Ticket on the Site.
9. Order - an instruction to purchase a Ticket placed by the Customer by means of electronic communication.
10. Newsletter - an electronic distribution service provided by the Vendor via electronic mail (e-mail), which enables all Customers using it to automatically receive periodic messages (newsletters) from the Vendor, containing information about fairs and other events organized by the Vendor..

III. TECHNICAL INFORMATION

1. Seller's data for contact with the Customer: address 305 Kolejowa Street, 05-092 Łomianki, e-mail address ezig@exposweet.pl, telephone number +48 22 465 96 23. Telephone contact is possible from Monday to Friday from 10.00 to 15.00.
2. The technical condition for using the Service is that the Client must have a computer or other devices that allow browsing the Internet, appropriate software (including an Internet browser), access to the Internet and a current and active e-mail account.
3. Use of the Website may involve risks typical of Internet use, such as spam, viruses, hacking attacks. The Seller shall take steps to counteract these threats. The Seller indicates that the public nature of the Internet and the use of services provided electronically may be associated with the risk of obtaining or modification of Customers' data by unauthorized persons, therefore Customers should use appropriate technical measures to minimize the aforementioned risks, including anti-virus and identity protection programs for Internet users.
4. The purchase of a Ticket for the Fair is made through the Service via the Internet. Prior to making payment, the Customer may terminate the purchase of the Ticket at any time by

leaving the Website. In such case, the purchase of the Ticket does not take place.

5. It is not possible to purchase a Fair Ticket through the Service anonymously or using a pseudonym. Purchasing a Ticket for the Fair anonymously is possible on the day of the Fair directly in EXPO XXI Warsaw.

IV. TICKET PRICES

1. Vendor allows the purchase of the following Tickets on the Site:
 - 1) One-time normal ticket: 100,00 PLN.
 - 2) Single-use discounted ticket: 50,00 PLN (after granting marketing consent to send commercial information from the Vendor).
2. All Ticket prices are gross prices in Polish zloty (prices include VAT). Prices of Tickets given at the time of placing the Order by the Customer are binding for both parties.
3. In connection with the purchase of a Ticket there are no costs associated with its delivery, because the ticket is sent in pdf format to the e-mail address provided in the Form.
4. The System also allows downloading free invitations for those who have registration codes distributed by Exhibitors or Vendor.

V. TICKET PURCHASE PROCESS

1. Purchase of a Ticket through the Service is possible until the end of the last day of the Fair until 3:59 p.m. On the day of the Fair, it is also possible to purchase a Ticket directly in EXPO XXI Warsaw in the registration desk.
2. One Ticket entitles one person to one admission to the Fair. The User may purchase one Ticket at a time. The User may purchase unlimited number of Tickets in total. 3.
3. Purchase of a Ticket is possible after placing an Order by filling in the Form, available on the Website. Filling out the Form involves providing personal data in the form of: name, surname, e-mail address, telephone number. The data provided at the purchase of a single-use normal ticket will be processed only for the purpose of servicing the ticket purchase process and will be permanently deleted after its completion. Data provided when purchasing a single discount ticket will be processed in accordance with marketing consents provided by the Client.
4. The Customer is obliged to fill out the Form carefully, providing all data in accordance with the facts
5. After filling in the Form, in order to purchase the Ticket, the Customer is obliged to make a statement on acceptance of the Regulations and the Regulations on participation in the fair.
6. Confirmation of the Order is made by the Customer by selecting the button marked "next". The moment the "next" button is selected, a reservation of the Ticket is made, which is valid until the payment for the Ticket is made. Interrupting the procedure of payment for the Ticket causes cancellation of the Ticket reservation.
7. Selecting the "next" button redirects the User to the PayU service, through which payment for the Ticket is possible. It is a payment before the delivery of the Ticket (prepayment). The payment is collected when the payment operator accepts the transaction.
8. After verification of payment by the PayU system, the Seller sends the Ticket to the e-mail address indicated by the Customer in the Form. The Ticket is sent in pdf format. If it is not possible to send the Ticket to the above e-mail address, the Seller will contact the User by phone.
9. Upon receipt of the Ticket, the Customer is obliged to check the accuracy of the data on the Ticket with the data provided in the Form. In case of any discrepancies, the Customer is obliged to inform the Vendor.
10. The Customer is obliged to present the Ticket before entering the Fair in paper form or in electronic form (by displaying the Ticket on the screen of a mobile device). Sprzedawca uprawniony jest do wstrzymania sprzedaży Biletów bez podania jakiegokolwiek przyczyny, w szczególności w przypadku wyczerpania maksymalnej liczby Biletów.
11. The Agreement is not concluded for an indefinite period of time and will not be subject to automatic renewal.
12. The minimum duration of the Customer's obligations under the Agreement shall be the time of execution of the Agreement, i.e. making payment.
13. The use of the Service by the Customer shall not entail any obligation to make a deposit or provide other financial guarantees.
14. The Seller is not obliged to and does not apply the Code of Good Practices referred to in Article

2(5) of the Act on Counteracting Unfair Market Practices of August 23, 2007 (Journal of Laws 2016.3 as amended).art. 2 pkt 5 ustawy z dnia 23 sierpnia 2007 r. o przeciwdziałaniu nieuczciwym praktykom rynkowym (Dz.U.2016.3 ze zm.).

VI. NEWSLETTER

1. When placing an Order, the Customer is entitled to make a statement of consent to send commercial information electronically to the address indicated by the User The Newsletter.
2. The Newsletter is sent free of charge for an indefinite period of time. The Customer may at any time unsubscribe from the Newsletter by sending an appropriate request to the Vendor by e-mail to: ezig@exposweet.pl.

VII. LIABILITY

1. The Seller shall be entitled to change the date of holding the Fair, as well as to cancel the Fair without giving any reason.
2. The Seller shall not be liable for damages caused by acts or omissions of the Client or other persons, in particular for their use of the Site in a manner inconsistent with applicable law or the Regulations.
3. A ticket that is illegible, damaged or destroyed shall not entitle the Customer to enter the Fair.
4. The ticket is one-time and assigned to a specific Customer. The Customer may not copy and transfer copies of the ticket to third parties. A ticket once used cannot be used again.

VIII. RETURN AND EXCHANGE OF TICKETS, WITHDRAWAL FROM A REMOTE AGREEMENT

1. It is possible to return a Ticket only if the date of the Fair is changed or the Fair is canceled.
2. In the case of changing the date of the Fair, the Vendor shall inform the User about it, informing about the possibility of returning the Ticket or keeping the Ticket for the Fair taking place at a different date. The Customer is obliged to make a decision on the above within the time indicated by the Vendor. The Client's lack of response is understood as acceptance of the changed date of the Fair and keeping the validity of the Ticket. If the Customer chooses to return the Tickets, the refund shall be made immediately, no later than within 14 working days, in the same way the Customer paid for the Ticket.
3. It is not possible to exchange purchased Tickets.
4. The Customer is not entitled to withdraw from the Contract. Also, the Customer who is a Consumer is not entitled, the right to withdraw from the Contract without stating a reason, referred to in Article 27 of the Law of May 30, 2014 on Consumer Rights. This restriction is based on Article 38 point 12 of the Law of May 30, 2014 on Consumer Rights.

IX. COMPLAINT PROCEDURE

1. The Customer is entitled to lodge a complaint regarding violation of his rights in connection with the purchase of a Ticket.
2. Complaints should be addressed to the Seller in writing to the following address: Expo Sweet EZIG, 305 Kolejowa Street, 05-092 Łomianki or in electronic form to the address: ezig@exposweet.pl.
3. When submitting a complaint, the Customer is obliged to provide the Vendor with: name, surname, mailing address, Ticket number, type and description of the problem that occurred, the Customer's request.
4. In case of deficiencies in the complaint, the Seller will call the Customer to supplement it to the necessary extent, setting an appropriate deadline for this, but no later than 7 days from the date of receipt of the call by the Customer. The Seller will not reimburse the Customer for the cost of shipping.
5. The Seller undertakes to consider the complaint within 30 days from the date of its receipt. If the Seller does not respond to the Consumer's complaint within 30 days, it is considered that the Seller recognized it as justified.
6. If the complaint is accepted, the Seller will take appropriate action.
7. The Customer shall have the opportunity to use out-of-court ways to resolve complaints and claims in legal relations with Customers, including:
 - the possibility of resolving disputes electronically using the ODR (online dispute resolution) platform, available at <http://ec.europa.eu/consumers/odr/>;
 - the possibility of conducting amicable proceedings before a common court or an arbitration court or other authorities;
 - the possibility of mediation proceedings with the participation of an independent mediator.

X. PERSONAL DATA

1. The administrator of personal data provided by the Users is Expo Sweet EZIG with its registered office at 305 Kolejowa Street, 05-092 Łomianki, email: administratordanychrodo@exposweet.nazwa.pl.
2. The basis for the processing of Users' personal data is the concluded Agreement. The purpose of processing is the execution of the concluded Agreement. The second legal basis for the processing of Users' personal data is the legitimate interest of the Seller in the form of marketing its own services.
3. Providing personal data is voluntary, but necessary for the purpose of concluding the Agreement. If personal data are not provided, it is not possible to conclude the Agreement for the purchase of a Ticket through the Website.
4. Users' data will be made available to the Seller's subcontractors to the extent necessary to execute the Agreement.
5. Users' data will be processed for the period necessary for the purpose of realization of the concluded Agreement, and after that time for the period of limitation of possible claims or until an objection is raised.
6. Users have the right to access the content of the personal data they have provided, to request their rectification, deletion or restriction of processing. Users may object to the processing of their data, transfer their data or file a complaint with a supervisory authority.

XI. FINAL PROVISIONS

1. In matters not regulated by the Terms and Conditions in legal relations with Customers or Consumers, the relevant provisions of commonly applicable law shall apply.
2. The Seller shall be entitled to unilaterally amend the Terms and Conditions. Amendments to the Regulations shall come into force on the date specified by the Seller.
3. The Seller shall not be liable for the consequences of decisions of national and local authorities, in particular regarding sanitary requirements and restrictions, admission limits and other prohibitions and orders introduced by the relevant authorities, to which the Seller will have to comply.
4. In the event of exhaustion of any admission limits, entry to the Fair will be impossible despite the presentation of a valid ticket. In such situation, the Customer shall be entitled to a ticket.