

General terms and conditions and conditions of participation in the event

Event

24. BOKU-Symposium Tierernährung 26/02/2026

Muthgasse 18

1190 Vienna

Organizer

University of Natural Resources and Life Sciences

Institute of Animal Nutrition, Livestock Products, and Nutrition Physiology (TTE)

Muthgasse 11

1190 Vienna

Ticketing and payment service

Converia GmbH ("Ticketing-Partner")

Kaufstraße 2-4

99423 Weimar

Germany

1. general information

1.1 These General Terms and Conditions ("GTC") apply to participation and the associated ticket sales for the above event, organized by the above organizer. Any deviating terms and conditions of the participant shall not apply.

1.2 The organizer reserves the right to make changes and additions to these regulations. Possible amendments and additions shall become valid upon publication on this website.

1.3 The offer is aimed exclusively at persons of legal age.

2. registration and conclusion of contract

2.1 Registration for participation in the event is only possible via the conference management & ticketing platform Converia of the ticket partner, Converia GmbH.

2.2 With the information provided on the website, the organizer submits an offer for the conclusion of a purchase contract. The participant accepts the offer to conclude a purchase contract by completing the order process and clicking on the "Complete registration" button in the final order screen. The effective acceptance of the offer by the participant requires that the participant has filled in all the required fields in the order screen (each marked with an "*") and has accepted these GTC.

2.3 The contract for participation in the event is only concluded after the ticketing partner has confirmed the registration to the participant in writing via e-mail. Amendments and/or additions to the contract must be made in writing. This also applies to the waiver of the written form clause.

3. prices

3.1 The price stated in the certificate of participation is the final price and is binding on the participant.

3.2 All prices include VAT where applicable. Additional delivery and/or shipping costs shall not be charged unless they are shown separately.

3.3 If special prices are granted for discounts (students), this is also shown separately. If no discounts are shown, these cannot be granted. The discount must be granted upon presentation of proper proof (student ID, enrollment certificate). Proof must be provided before the start of the event. If proof cannot be provided, the participant must pay the difference between the full price and the reduced price at the start of the event in order to be entitled to admission.

4. payment

4.1 Payment is made via the methods indicated on the website. Insofar as this results in additional fees, these are shown separately. All prices and fees are due immediately upon conclusion of the contract and at the latest on the day of the event.

4.2 Payment by invoice: If the participant does not pay within 14 days of receipt of the invoice, the organizer may withdraw from the contract. If the organizer withdraws from the contract, the participant loses his right to participate in the event. Any fees arising from the bank transfer shall be borne by the participant.

4.3 Payment by credit card: When paying by credit card (MasterCard, Visa), the participant will be asked to enter the credit card details during the payment process. The associated credit card account will then be debited for the amount of the ticket including any shipping costs. Please note that the following reference will appear on your credit card statement:

converia.de/ticketing Weimar DE

4.4 If a payment is charged back (e.g. due to insufficient funds in the account specified in the order), the participant must reimburse any damages or expenses arising from the chargeback. This includes in particular the bank charges as well as a processing fee of 30.00 euros per chargeback for processing by the organizer. In the event of an unjustified chargeback to the credit card, processing costs of EUR 30.00 will be charged. In the event of a chargeback, the organizer is entitled to withdraw from the

contract immediately. The participant thereby loses his/her right to participate in the booked event. Further claims of the organizer against the participants are not affected by this.

5. right of withdrawal

5.1 Cancellation policy

Right of withdrawal:

If the participant is a consumer within the meaning of Section 13 of the German Civil Code (BGB), he/she may withdraw from the contract in writing (e.g. letter, e-mail) within 14 days without giving reasons. This can be done by sending an e-mail stating the ticket ID. Participants can use the following contact details for this purpose:

Converia Event Ticketing
Converia GmbH
Frauentorstr. 3
99423 Weimar
info@converia.de

The period begins after receipt of this instruction in text form, but not before conclusion of the contract and also not before fulfillment of the information obligations of the organizer pursuant to Art. 246 § 2 in conjunction with § 1 para. 1 and 2 EGBGB and the obligations pursuant to § 312g para. 1 sentence 1 BGB i.V.m. Art. 246 § 3 EGBGB. Timely dispatch of the revocation is sufficient to comply with the revocation period.

Consequences of revocation:

In the event of an effective revocation, the services received by both parties must be returned and any benefits derived (e.g. interest) must be surrendered. If the participant is unable to return or surrender the received services and benefits (e.g. benefits of use) or is only able to return or surrender them in part or in a deteriorated condition, the participant must pay compensation to the organizer. Obligations to reimburse payments must be fulfilled within 30 days. The period begins for the participant with the dispatch of the declaration of revocation and for the organizer with its receipt.

End of the cancellation policy

5.2 The right of revocation expires prematurely if the organizer, with the express consent of the participants, begins to provide the service before the end of the revocation period or if the participants arrange for the service to be provided themselves.

6. changes, withdrawal/cancellation

6.1 The organizer shall charge a processing fee of EUR 30.00 for subsequent invoice changes and rebookings.

6.2 If the participant does not wish to participate in the event, he/she must declare his/her withdrawal from the contract in writing or by e-mail to the organizer.

a) In the event of withdrawal/cancellation up to 3 weeks before the start of the event, the participation fee will be refunded subject to a processing fee of 70%. b

) In the event of withdrawal/cancellation up to 2 weeks before the start of the event, the participation fee will be refunded subject to a processing fee of 50%.

c) In the event of withdrawal/cancellation less than 1 week before the start of the event, no refund will be made.

6.3 If the registered participant is unable to attend the event for health reasons or due to an accident, the participant has the option of specifying a replacement person for participation. The processing fee for rebooking is 30.00 euros.

7. services

7.1 The scope of the contractual service within the framework of the respective event is set out in the respective information documents, any registration forms and the confirmation of participation from the organizer.

7.2 If services are not provided in accordance with the contract, the participant is entitled to a remedy. Defects must be reported immediately. Claims for reimbursement of the participation fee due to services obviously not provided in accordance with the contract must be asserted within 14 days of the end of the event.

7.3 The organizer reserves the right to make changes to the content of the event program at short notice, insofar as this is necessary and the subject matter of the event is not restricted as a result, and to appoint a substitute speaker in exceptional cases. The participant will be informed of any changes in good time.

7.4 Travel, accommodation and meals are not included in the event offer, unless services of this kind are expressly listed in the event description. If a contractual partner does not make use of duly offered services in whole or in part, there is no entitlement to a refund of the participation fee.

7.5 There is no entitlement to the development of participant-specific solutions to problems.

8 Cancellation of the event / date changes

8.1 If the number of participants is too low or for other urgent reasons, the organizer may postpone or cancel the event or combine it with other events. This also applies to supporting and evening programs.

8.2 If an event is canceled, the organizer shall refund the payment made. In particular, the organizer may cancel the event up to 10 days before the start of the event if the minimum number of participants stated in the event description is not reached. Dispatch costs and other additional fees shall only be reimbursed if the cancellation of the event is due to intent or gross negligence on the part of the Organizer.

8.3 In the event that the event is postponed, the participant is entitled to withdraw from the contract. The organizer undertakes to inform the contractual partners immediately via one of the addresses stated in the booking (by post, e-mail, telephone, etc.) at its own discretion. The sending of such information shall be deemed sufficient. Any wasted travel expenses, hotel bookings, etc. shall only be reimbursed by the Organizer if the failure to inform the Participant of the cancellation of the event is due to gross negligence or intent.

8.4 In the event of cancellation, the participation fee will be refunded in full within 14 days. The same applies if the participant withdraws for the above-mentioned reasons.

9. copyright and other rights

9.1 The lectures and event documents issued are protected by copyright and may only be used for personal use. Rights of use shall only be transferred through the express written granting of rights of use. Duplication, distribution, processing or public reproduction of any kind is generally not permitted and requires the written permission of the organizer.

9.2 Audio and video recordings and descriptions of the event, the event results in whole or in part are not permitted.

10. images/photographs

10.1 The participants of the event agree irrevocably and free of charge for all present and future media that the organizer is entitled to create, reproduce, broadcast or have broadcast image and/or sound recordings of their person, which go beyond the reproduction of the event, as well as to use them in audiovisual media.

11. liability

11.1 The liability of the organizer on contractual, quasi-contractual, statutory, tortious or other legal grounds is excluded. The organizer and its vicarious agents are also not liable for disruptions of any kind caused by circumstances beyond their control.

11.2 The organizer shall only be liable for damages if the organizer or one of its vicarious agents has breached an essential contractual obligation (cardinal obligation) in a manner that jeopardizes the purpose of the contract or if the damage is due to gross negligence or intent on the part of the organizer or its vicarious agents. If the culpable breach of a main contractual obligation is not due to gross negligence or intent, the liability of the organizer is limited to the amount of the foreseeable damage, at most to the amount of the participant price; furthermore, liability for consequential damage and indirect damage is excluded.

11.3 Liability for damages incurred during travel to and from the event locations, as well as for losses and accidents, is excluded.

12. data protection

12.1 In principle, the participant can visit the event website without leaving any personal data. Personal data is only collected if the participant provides it voluntarily (e.g. when using services on the website such as purchasing tickets or registering for the event, sending a message via the website or registering as a user of the website). No other personal data is collected.

12.2 The data collected from participants for an event (e.g. when purchasing tickets or registering for an event) is stored, modified and transmitted by the organizer exclusively for the fulfillment of its own business purposes. This is necessary for the execution of the contract (e.g. for controlling admission to the event).

12.3 By agreeing to these GTC, the participant declares: I consent to my personal participant data being stored by the organizer in machine-readable form and collected, used and processed for the purposes of organizing the event.

13 Supplementary provisions

13.1 The organizer points out that, in addition to its own General Terms and Conditions, the General Terms and Conditions for the use of the Converia conference management & ticketing platform by participants of Converia GmbH apply in addition and are thus part of the preceding regulations. These are available at the following link: <http://express.converia.de/agb>

14 Place of jurisdiction and applicable law

14.1 Austrian law shall apply to all disputes arising from or in connection with contracts to which these GTC apply, including the question of the valid conclusion, nullity and pre- and post-contractual effects of the contract, to the exclusion of conflict of law rules of private international law.

14.2 Should individual provisions of this contract be invalid or lose their validity due to a circumstance occurring at a later date, the validity of the remainder of the contract shall remain unaffected. The invalid contractual provisions shall be replaced by a provision that comes closest to what the contracting parties would have wanted if they had considered the point in question. The same applies to loopholes in this contract.

14.3 The place of performance is the registered office of the organizer.

14.4 The place of jurisdiction is, as far as legally permissible, the registered office of the organizer.

Status: September 2025