

## TERMS & CONDITIONS FOR HOSTED BUYERS

### Qualifying criteria

To qualify for the hosted buyer programme applicant must be an agency, association, or corporate buyer who is responsible for planning, organising, recommending, or making financial decisions for events outside their home country. Furthermore, meeting planners have to commit to attending the complete programme and one2one meetings with suppliers.

To be accepted as the Hosted buyer, an applicant should meet strict qualifying criteria. The organiser may contact the applicant and/or appropriate meetings suppliers to verify the information on her/his application. Only one person per company can be accepted as a hosted buyer.

### Registration

1. Qualified hosted buyers will receive complimentary:
  - Admission to the Try Before You Buy Event
  - Pre-scheduled appointments with registered suppliers
  - Two nights stay in The Tami Resort Hotels in Niš
  - Return flight ticket in economy class from selected destinations within Europe to and from Niš on routes agreed in advance or financial refund of up to EUR 250 (taxes included) for different ways of travel (train, bus, car).
  - Transfers from/to Niš airport, bus or train station
  - Meals during the event according to the programme
  - All other costs and incidental expenses are the responsibility of each attendee, examples include private transfers, flight upgrades, hotel upgrades, additional nights' accommodation, personal extras, travel insurance, etc.
  
1. Completion of the online application form does not automatically guarantee you a place on the Try Before You Buy hosted buyer programme. You will be notified if your application is successful. Organiser reserves the right to decline your application. Organiser's decision is final.
2. All required sections of the application form must be fully completed. Failure to do so will result in the form not being processed.
3. Confirmed hosted buyers are obliged to pay a nonrefundable participation fee of EUR 50 after hosted buyer status has been confirmed. Registration fee should be paid online by credit card at the Organiser's website ([www.toleranca.eu](http://www.toleranca.eu)). Invoice for the participation fee will be issued by Toleranca marketing d.o.o.
4. Should cancellation and 'no show' charges apply they will be debited from the credit card details supplied by the applicant.

5. By accepting the Try Before You Buy hosted buyer status, hosted buyer is consenting to his/her contact details being made available to all exhibitors as well as all official partners and sponsors of the event. At the event

## Attendance

1. The Organiser is responsible for coordinating your participation as a hosted buyer at the Try Before You Buy event including accommodation, transfers, and appointment setting.
2. Flights will be booked by the Organiser over the period of Try Before You Buy only. All attendance queries should be directed to the Organiser.
3. The hosted buyer who wishes to make his/her own travel arrangements must inform the Organiser directly and ensure that travel is according to his/her chosen days of attendance and at times which allow him/her to be present at the event programme.
4. Hosted buyers must obtain adequate travel insurance coverage for their stay and it is recommended in particular that hosted buyers take out adequate insurance for their baggage and medical insurance.
5. Organiser takes no responsibility for any hosted buyer who may miss organised flights, transfers or functions related to Try before you buy. This includes buyers missing flights due to visa complications, airline delays and cancellations. Any additional expense incurred is at the buyer's own expense.
6. Hosted buyers who are accepted by the Organiser commit to attending one-to-one appointments, which have to be arranged in advance via online appointment system. Hosted buyers who do not conclude appointments by the agreed date and/ or do not attend site inspection will be liable for the 'no show'.
7. During the event Organiser will create visual and/or moving image recordings (with sound) of participants. These recordings will be used for reporting, online and social media communications, and for future MICE related campaigns.

## Cancellations and no shows

If hosted buyer needs to cancel his/her participation at the event, he/she must inform the Organiser in writing. The cancellation will not be effective until hosted buyer has received a written acknowledgment from the Organiser. Cancellations received on or before **8 March 2024** do not incur a fee, unless the flight, train or bus ticket has been agreed and confirmed. If the flight has been confirmed the cost of the flight will be charged. Cancellations received after **9 March 2024** will incur a fee of 300 EUR. Charges will be debited from the credit card or invoice will be sent by the Organisers. Organisers will not refund the participation fee in case of cancellation.

1. 'No show' is defined as a hosted buyer who without giving prior written notice of cancellation, does not complete appointment requirements and/or is not present for the hosted buyer activities at Try Before You Buy according to the programme. The 'no show' fee is 400 EUR.
2. All cancellation and no-show charges will be charged to hosted buyer. An invoice will be sent by the Organiser.
3. The Organiser is not responsible for the non-fulfillment of obligations arising from force majeure. In the event that the Organiser is unable to fulfill its obligations due to force majeure, he is obliged to inform Hosted buyer and state the cause of force majeure. Force majeure are

those unpredictable and unexpected events which do not depend on the will of the Organiser and which, taking into account the required diligence, he could not have reasonably expected, prevented or refused, such as, but not limited to acts of God, war, government regulation, disaster, acts or threats of terrorism, fire, strikes, civil disorder or other similar cause.

Circumstances of force majeure also include all events that would occur or be related to the pandemic of coronavirus disease (COVID-19 / SARS-CoV-2 virus) or other pandemics.

4. The Organisers reserve the right to postpone the event to another date due to events of force majeure.

### **Substitution**

1. Your acceptance of the hosted buyer programme is non-transferable. Should a circumstance arise whereby you have to cancel your participation, you may request to substitute another person from your organisation. Organiser may choose to accept that substitute person after reviewing his/her fully completed application form.
2. If the substitute meets the qualification criteria and if the substitution is made prior to 12 March 2024, then cancellation charges will not apply to the original buyer.
3. If the substitution is not accepted by the Organiser, then the usual cancellation terms apply to the original hosted buyer.

### **Travel**

1. Please note that participants from certain countries may need a visa to enter Serbia. It is the responsibility of each participant to contact the Organiser for a visa application letter and to organise their own individual visa. Buyers who are unable to travel because of failure to obtain a valid visa will be subject to the standard cancellation or no-show charges.
2. Please note that travel insurance is the responsibility of each individual hosted buyer. The Organiser will not supply travel insurance for hosted buyers. Travel insurance must be in effect from the day of departure up to and including the day you arrive back at your home country.
3. Hosted buyers are responsible for the payment of excess baggage, customs fines etc. Organiser does not endorse or approve export gifts given to hosted buyers by exhibitors. It is the responsibility of each attendee to ensure that such gifts may be both legally removed from Hungary and imported into your home country.
4. Hosted buyers must settle all extra expenses with the hotel prior to departure and will indemnify Organiser for any failure to do so.

### **Privacy policy**

According to European law (ZVOP-1-UPB1), the organiser shall maintain and use personal information in observance of the personal data treatment regulations. The Organisers collect personal information (name, company title, business email address, work phone number, fax number, homepage, etc.) voluntarily submitted through the website or application form.

The Organisers may use personal data in the scope of the event, among others for the online pre-scheduled appointments system, and at the event, in each case whether in print, electronically, or in any other media. Moreover, the data may be used to provide information and send promotional and marketing materials as regards the work of the Organisers.

The Organisers render some of its services in respect of the event together with selected partners. The data may be passed to related parties so as to perform functions on our behalf. Further use or disclosure of the information by them for other purposes is forbidden.

If you have any questions or concerns about your data or your request to opt-out of communications from the Organisers or its third-party partners, please contact us at

Toleranca marketing d.o.o.

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E: natalija@toleranca.eu

### **General conditions**

All matters and questions not covered by these Terms and Conditions are subject to the decision of the Organisers. Foregoing Terms and Conditions may be amended or added by the Organisers at their discretion.

### **Jurisdiction**

The Organisers and the Hosted buyer will settle all eventual disputes in an amicable way. In case a dispute cannot be settled in this way, the Organiser and Hosted buyer agree to confer jurisdiction to the competent court in Ljubljana.

### **Organiser:**

Conventa / Toleranca marketing d.o.o.

Štihova 4, SI-1000 Ljubljana, Slovenia