GENERAL TERMS AND CONDITIONS TICKETS

1 General

1.1 These general terms and conditions (the "General Terms") applies between Svensk Handel AB, reg. No. 556025-8807, ("Svensk Handel") and the customer (the "Customer") when registering for an event, seminar, webinar or similar ("Event") offered by Svensk Handel.

1.2 The Customer confirms, before the Customer place any order for tickets of the Event, that the Customer are aware of these General Terms and that the Customer is authorized to accept these General Terms on behalf of its employer and have accepted them as being binding. The latest version of the General Terms is available on Svensk Handel's website.

1.3 All capitalized words and expressions shall have the meaning ascribed to them in these General Terms.

2 Registration and participation

2.1 By submitting the registration, the Customer certify that the Customer is authorized to register as a participant at the Event and that all information is correct. The Customer undertakes to notify Svensk Handel as soon as possible of any changes in the information provided.

2.2 Upon receipt of your registration, Svensk Handel will confirm your registration. Your registration and Svensk Handel's written confirmation constitute a binding registration to the Event.

2.3 The Customer is solely responsible for controlling that the Event is not cancelled or rescheduled.

3 No-show

3.1 If the Customer has received a free ticket to an Event for which fees apply, Svensk Handel shall have the right to charge the Customer a no-show fee. The no-show fee will vary from time to time and the amount of fee will depend on the Event. The no-show fee is stated on the ticket for the Event.

4 Refund of tickets

4.1 If the Customer is prevented from attending the Event or otherwise cancels the order, the ticket will not be refunded.

5 Prices and payment

5.1 The Customer shall pay the price applicable for the Event. Local VAT of 25% will be added on tickets, as per EU directive 2008/8/EC.

5.2. The payment method for the ticket is stated in connection with the registration process.

5.3 If the Customer chooses to pay by invoice, we reserve the right to charge an invoice fee. The applicable invoice fee will be specified during the registration process before the purchase is completed.

5.4 If the Event has restrictions regarding the number of tickets per purchase and customer, the maximum number may not be exceeded.

5.5 The ticket for the Event is exclusively reserved for the Customer's own use and the Customer may not assign to third parties through resale (including offering for resale) as part of any commercial purposes.

5.6 Furthermore, the Customer is not entitled to offer tickets in any competitions arranged by the Customer or a third party or in connection with the offer of Customer and/or third party products or services without the written consent of Svensk Handel.

6 Changes to an order

6.1 The Customer is allowed to assign the ticket to another employee, including consultants within their own organization, in case the Customer cannot attend the Event. In such event, the Customer shall notify Svensk Handel about the change no later than forty-eight (48) hours prior to the Event. If the Customer fails to notify Svensk Handel within this time period the order shall be deemed cancelled and clause 4 shall apply, unless otherwise agreed between the Parties.

7 Changes to an Event

7.1 Svensk Handel reserves the right to make changes to an Event. For example, change of venue, date, lecturer or any other similar changes.

7.2 The right to change the venue and date of an Event only applies no later than six (6) months before the original date of the Event. For the avoidance of doubt, this clause 7.2 does not apply for the purposes of clause 8 (Cancellation policy).

8 Cancellation policy

8.1 Svensk Handel always strives to ensure that the Event is held. However, Svensk Handel reserves the right to cancel all or part of the Event due to for example an insufficient number of registered participants, illness, pandemics, government restrictions or any other similar reason.

8.2 Svensk Handel undertakes to inform the Customer of a cancelled Event without undue delay. It is the Customer's responsibility to check whether an Event has been cancelled or rescheduled and to ascertain the new time or location.

8.3 If an Event is cancelled in accordance with this clause 8, the following shall apply unless otherwise communicated in writing by Svensk Handel for a specific Event:

Physical Event

8.4 In case the Customer has a ticket for a physical Event, the Customer has the right to participate at the next upcoming similar physical Event, if such Event can be held on another date during the following twelve (12) months. In such case, the Customer shall notify Svensk Handel of its ability to attend the new date no later than fourteen (14) days after such new date has been notified by Svensk Handel.

8.5 If the Event is cancelled, the Customer is entitled to a refund of one hundred percent (100%) of the price of the order. For the avoidance of doubt, the Customer is not entitled to a refund in case of a cancelled Event, if such Event can held on another date during the following twelve (12) months. However, the Customer is still entitled to a refund if the Customer has notified Svensk Handel in time that the Customer is unable to participate on a new date in accordance with clause 8.4.

Digital Event

8.6 In case the Customer has a ticket for a digital Event, the Customer has the right to participate at the next upcoming similar digital Event, if such Event can be held on another date during the following twelve (12) months. In such case, the Customer shall notify Svensk Handel of its ability to attend the new date no later than fourteen (14) days after such new date has been notified by Svensk Handel.

8.7 If the Event is cancelled, the Customer will receive a refund of one hundred per cent (100%) of the price for the order. For the avoidance of doubt, the Customer is only entitled to a refund provided that the Event cannot be held on another date during the preceding twelve (12) months. However, the Customer is still entitled to a refund if the Customer has notified Svensk Handel in time that the Customer is unable to participate on a new date in accordance with clause 8.6.

9 Violation against these General Terms

9.1 Svensk Handel reserves the right to cancel a purchase with immediate effect if the Customer violates these General Terms. Unless otherwise communicated by Svensk Handel, the tickets are non-refundable in case of violation of these General Terms.

10 Personal data

10.1 In connection with the registration and before, during and after the Event, Svensk Handel will process the Customer's personal data. Information regarding Svensk Handel's processing of personal data can be found on **https://events.svenskhandel.se/integritetspolicy/**

11 Liability

11.1 Svensk Handel shall under no circumstances be liable for any damages or losses arising from or relating to the Customer's participation in the Event. This includes any direct or indirect damages or losses related to the performance or cancellation of the Event, including but not limited to loss of profit, loss of goodwill or wasted expenditure.

12 Force majeure

12.1 Svensk Handel shall not be liable for any failure to perform under these General Terms if such failure is due to causes beyond its reasonable control, such as but not limited to, governmental regulations, new or amended legislation, legal restrictions, labour disputes, terrorist attack, civil commotion, riots, embargoes, blockades, fire, natural disasters, flood, pandemics, epidemics, the lack of transports, goods or energy, a major accident and lack of or delay in supplies by subcontractors caused by such exceptional circumstances or any such other cause or event outside the reasonable control of Svensk Handel.

12.2 In case of a force majeure event, Svensk Handel shall immediately notify the Customer of its inability to perform its obligations under these General Terms.

13 Miscellaneous

13.1 Svensk Handel has the right to make changes to these General Terms.

13.2 Whenever possible, the provisions of the General Terms shall be interpreted so as to be valid and enforceable under applicable law. However, if one or more provisions of the General Terms is found to be invalid, illegal or unenforceable (in whole or in part), the remainder of the provision and of the General Terms shall not be affected and shall continue in full force and effect as if the invalid, illegal or unenforceable provision(s) had never existed. Moreover, in this case, the parties shall amend the invalid, illegal or unenforceable provision(s) or any part thereof

and/or agree on a new provision which embodies as closely as possible the purpose of the invalid, illegal or unenforceable provision(s).

14 Dispute and governing law

14.1 The General Terms shall be governed by, and construed and interpreted in accordance with, the laws of Sweden.

14.2 Any dispute arising out of or in connection with the General Terms shall be finally settled by the courts of Sweden.

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