

## **Withdrawal**

Provided you are a consumer, you have the right to withdraw from this registration within 14 days without giving any reason by law.

However, in accordance with § 18 of the Austrian Distance and Foreign Trade Act (Fern- und Auswärtsgeschäfte-Gesetz, "FAGG") the right of withdrawal does not exist or expires if

- i. UEG has already provided services (e.g. if you start to attend the UEG Week 2022 and/or PGT 2022); or
- ii. UEG Week 2022 and/or PGT 2022 starts in less than 14 days from your registration provided that you have noted and expressly agreed before placing the order (by ticking the checkbox during the registration process)
  - a. that UEG shall start to provide its services immediately; and
  - b. that you have acknowledged that you lose your right of withdrawal if the contract is completely fulfilled (e.g. if you start to attend the UEG Week 2022 and/or PGT 2022).

Further information on your right of withdrawal is included in the confirmation email you will receive upon registration completion.

After your valid withdrawal in accordance with § 11 FAGG, UEG will refund the full registration fee immediately and at the latest within 14 days from the day on which we received the notification of your withdrawal of this contract. The refund will occur by the same means of payment as you used to pay the fee; in no case you will be charged for this refund.

## **Cancellation**

Further, UEG offers you the right to cancel your registration at UEG Week 2022 and/or PGT 2022 at your discretion at the latest by Friday, August 5, 2022. In case of a timely cancellation, UEG will refund the full registration fee minus a processing fee of 20%. No refund will be granted if the registration is cancelled after that date. Any cancellation shall be made in writing to [uegweek.registration@mondial-congress.com](mailto:uegweek.registration@mondial-congress.com).

If you do not cancel your registration in accordance with the above, UEG shall not make any refund of registration fees even if you do not attend UEG Week 2022 and/or PGT 2022. All delegates are recommended to take personal travel and cancellation insurance.

## **Force Majeure**

In the event of total or partial cancellation of UEG Week 2022 and/or PGT 2022 due to Force Majeure (meaning any reason beyond UEG's control) such as fire, strike, natural disaster, pandemic/epidemic, communicable disease, government regulations, including but not limited to curfew, lock down, travel restrictions or similar, which would prevent its scheduled opening or continuance, the contractual relationship between you and UEG will be terminated immediately. UEG shall not have to refund any registration fee already paid or pay any damages you may or may have incurred.

In the event of Force Majeure, UEG at its unfettered discretion is entitled to switch to a fully virtual meeting format. In such event all in-person registrations for UEG Week 2022 and/or PGT 2022 shall be automatically transferred into virtual registrations. The fee difference between in-person registration and virtual registration will be refunded to you within 4 weeks after the end of UEG Week 2022 and/or PGT 2022.

Furthermore, no refunds will be granted in case of modification of the programme, cancellation of speakers or any other incident of similar consequence during UEG Week 2022 and/or during PGT 2022.

### **Changes of registration type**

a) Change of virtual registration to in-person registration

UEG offers you the right to change your registration from virtual to in-person registration at your discretion until beginning of UEG Week or PGT 2022. In such case, you will be charged a processing fee of € 50 (including VAT). As fees for in-person registrations are higher than for virtual registrations, you must pay the difference as a surcharge. The processing fee as well as the surcharge shall be paid promptly to us.

b) Change of in-person registration to virtual registration

UEG offers you the right to change your registration from in-person to virtual registration at your discretion until Monday, September 5, 2022. In such case, you will be charged a processing fee of € 50 (including VAT). As fees for virtual registrations are lower than fees for in-person registrations, UEG will refund you the difference minus the processing fee.

If the registration type is changed later than Monday, September 5, 2022, no refund will be granted to you.

If you wish to change the registration type as set out above, you must send a written change request by e-mail to [uegweek.registration@mondial-congress.com](mailto:uegweek.registration@mondial-congress.com) within the deadlines as set out above.