

Withdrawal

Please note that the consumer's right of withdrawal from the contract under the Austrian Distance and Foreign Trade Act (Fern- und Auswärtsgeschäftegesetz, "FAGG") is not applicable to the purchase of this registration ticket.

Cancellation

UEG offers you the right to cancel your registration at UEG Week 2025 and/or PGT 2025 at your discretion at the latest by Thursday, July 24, 2025. 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.

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 2025 and/or PGT 2025. All delegates are recommended to take personal travel and cancellation insurance.

Force Majeure

In the event of total or partial cancellation of UEG Week 2025 and/or PGT 2025 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 2025 and/or PGT 2025 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 2025 and/or PGT 2025.

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 2025 and/or during PGT 2025.

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 2025 (October 4, 2025). In such case, you will be charged a processing fee of €80 (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 Wednesday, September 3, 2025. In such case, you will be charged a processing fee of €80 (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 Wednesday, September 3, 2025, no refund will be granted to you.

c) Change of regular fee to reduced fee registration (in-person or virtual)

Certain groups of registrants are eligible for reduced rates. For reduced rates, registrants have to fulfill the published conditions and requirements available on the UEG Week [attendance page](#).

The unfettered discretion to accept a pre-condition for a reduced fee lies solely with UEG.

UEG offers you the right to change your registration from a regular fee to a reduced fee registration (in-person or virtual) at your discretion until Wednesday, September 3, 2025. In such case, you will be charged a processing fee of € 80 (including VAT) and a refund for the difference is made.

If the registration type is changed later than Wednesday, September 3, 2025, 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 within the deadlines as set out above.