

# **General Terms and Conditions for the Online TicketShop**

Status: December 2025

## **1. Scope**

The following General Terms and Conditions ("GTCs Online TicketShop") regulate the use of the TicketShop and are an integral part of the contracts concluded between the Organiser (referred to hereinafter as the "Organiser") and the Orderer (referred to hereinafter as the "Orderer") for the purchase of tickets and goods and the redemption of vouchers. By using the TicketShop, the Orderer accepts these GTCs. Any conflicting General Terms and Conditions of the Orderer have no validity.

## **2. Purchase orders / conclusion of contract**

(1) The goods and tickets of the Organiser offered in the Online TicketShop represent a non-binding invitation to the Orderer to purchase them from the Organiser. Only with the purchase order does the Orderer make a binding offer for the conclusion of a contract. Insofar as tickets are available, the Organiser shall accept the contract offer of the Orderer by transmitting an order confirmation via e-mail. There is fundamentally no right of return or reimbursement for ordered goods and tickets.

(2) In the case of trade exhibitions, the Organiser reserves the right to issue tickets only to trade visitors and to verify this trade visitor status appropriately. Tickets for trade exhibitions may not be resold or otherwise transferred to third parties unless the Organiser has granted its written consent in advance.

(3) In the case of trade exhibitions, the order may also be placed for a named third party. In this case, the personal data of this third party will be collected aside from the telephone number, fax number and e-mail address. In addition, structural data (professional title, economic sector, industry, interest in future events, identity verification document) of this third party will be requested and collected. By placing the order, the Orderer warrants that it is sufficiently authorised to disclose these data of the third party.

## **3. Payment terms and prices**

(1) Goods and tickets are to be paid for by credit card or PayPal.

(2) Unless otherwise agreed, the stated prices are understood to be in euros and inclusive of the statutory value-added tax.

#### **4. Availability**

The Orderer is usually entitled to order tickets of an unlimited number. If this is not the case, the limitation will be noted on the corresponding product.

#### **5. Delivery**

After receipt of the order, the ordering party – and also in the case of an order for a third party – will receive confirmation by email for the tickets as well as PDF files at the same time so that the tickets can be printed out in the print@home procedure or be saved on mobile end devices. The tickets are also stored as a mobile ticket (passbook/wallet) in the ordering party's user account.

#### **6. Liability**

(1) The Orderer is obliged to check the tickets for correctness and completeness immediately after delivery and to declare any complaints to the Organiser immediately in written form or in text form (e.g., via e-mail). Otherwise, the statutory liability for defects applies.

(2) The Organiser shall be liable without limitation insofar as the loss or damage in question was caused by an intentional or grossly negligent breach of duty by NürnbergMesse.

(3) In addition, the Organiser shall be liable for the slightly negligent breach of significant duties, the breaching of which endangers the fulfilment of the contract purpose, or the breach of duties, the fulfilment of which is necessary for the proper performance of the contract and the fulfilment of which the Orderer can regularly count on. In this case, however, the Organiser shall be liable only for the foreseeable, contractually typical loss or damage. The Organiser shall not be liable for the slightly negligent breach of duties other than those indicated in the preceding sentences.

(4) The preceding liability limitations shall not apply in the case of injury to life, limb and health and in the case of fraudulently concealed defects.

(5) Insofar as the liability of the Organiser is excluded or limited, this shall also apply for the personal liability of employees, representatives or vicarious agents of the Organiser.

#### **7. Data protection notice for lead tracking**

If the ordering party participates in so-called lead tracking, the contact data they provided visitor registration (company name, title, surname, first name, company, street, postcode, town/city, email, if applicable industry information and other information provided by the ordering party) will be transmitted to the exhibitor, irrespective of whether the exhibitor is from Germany, the EU or other third countries. Participation in lead tracking takes place when the ordering party allows an exhibitor to scan the barcode on their ticket for the event during their visit. Similar to handing over a business card, the above-mentioned data is transferred to the exhibitor by scanning the barcode. Participation in lead tracking is voluntary and does not take place without further involvement by the customer. Further information on data protection, in particular on exercising your data subject rights and on your contact options, can be found at [www.interzoo.com/en/data-protection](http://www.interzoo.com/en/data-protection).

## **8. Place of performance and jurisdiction**

(1) The place of performance and jurisdiction for all obligations under this contractual relationship is Nuremberg if the principal is a merchant, legal entity of public law or special fund under public law, or has no general place of jurisdiction in Germany.

(2) German law and the German text of these General Terms and Conditions apply exclusively. The provisions of the UN Convention on the International Sale of Goods are not applicable.

## **9. Changes of terms and conditions of sale**

The Organiser reserves the right to make changes to the website, regulations, requirements, including the present General Terms and Conditions, at any time. The General Terms and Conditions in effect at the date of the order shall apply to the order unless a change to these Terms and Conditions is required by law or government order.

## **10. Severability clause**

If any provision of these GTCs Online TicketShop or a provision related to other agreements is or becomes invalid, the validity of all other provisions or agreements and the contractual relationship between the parties shall not be otherwise affected. In this case, the Orderer together with the Organiser shall replace the invalid provision with a valid provision that comes closest to the economic purpose of the invalid provision.

## **11. Order cancellation policy for consumers and sample cancellation form**

(1) Consumers have the following right of cancellation:

### **Declaration of cancellation/Right of cancellation**

You have the right to cancel this contract within fourteen days, without giving a reason. The cancellation period is fourteen days from the date on which you or a third party indicated by you, other than the carrier, takes physical possession of the goods. In order to exercise your right of cancellation, you need to inform us of your decision to cancel this contract by sending a clear declaration to this effect to NürnbergMesse GmbH, BesucherService, Messezentrum, 90471 Nürnberg, Germany, Tel: +49 (0) 911 8606-0, Fax: +49 (0) 911 – 8606-8670, email: [besucherservice@nuernbergmesse.de](mailto:besucherservice@nuernbergmesse.de) (e.g. by post, fax or email). You may use the attached model cancellation form, but it is not obligatory. You may fill in and submit the model cancellation form or any other unequivocal statement electronically on our website [www.nuernbergmesse.de/revocation](http://www.nuernbergmesse.de/revocation). If you use this option, we will provide you with immediate confirmation (e.g. by email) of the receipt of such cancellation. To meet the deadline for cancellation, it is sufficient to have sent your communication concerning the exercise of the right of cancellation before the deadline for cancellation.

### **Consequences of cancellation**

If you cancel this contract, we will reimburse all payments we receive from you, including delivery costs (except for the additional costs arising from the fact that you chose a method of delivery other than the cheapest standard delivered we offer) – immediately and at the latest within fourteen days from the date on which we receive notice of your cancellation of this contract. For this reimbursement, we will use the same method of payment that you used in the original transaction, unless expressly agreed otherwise with you; in no case will you be charged fees for such reimbursement. We may refuse reimbursement until such time as we have received the goods back, or until you have demonstrated that you have sent back the goods, whichever is earlier. You must send back or hand over the goods to us promptly and in any event by not later than fourteen days from the date on which you notify us of the cancellation of this contract. This deadline is deemed met if you send the goods before the expiry of the fourteen-day period. You shall bear the direct costs of returning the goods. You must pay for any diminished value of the goods only when such diminished value is due to your unnecessary handling of the goods within the scope of checking the nature, characteristics and functioning thereof.

### **End of declaration of cancellation Model cancellation form**

If you wish to cancel this contract, please fill out this form and send it back to this address: NürnbergMesse GmbH, BesucherService, Messezentrum, 90471 Nürnberg, Germany, Fax: +49 (0) 911 8606 8670, email: [besucherservice@nuernbergmesse.de](mailto:besucherservice@nuernbergmesse.de)

I/we (\*) hereby cancel the contract I/we (\*) concluded regarding the purchase of the following goods (\*)/the provision of the following services (\*):

\_\_\_\_\_

Ordered on (\*) \_\_\_\_\_ :/received on (\*) \_\_\_\_\_

Name of consumer(s) \_\_\_\_\_

Address of consumer(s) \_\_\_\_\_

\_\_\_\_\_  
Signature of consumer(s) (only required for paper copies)

Date \_\_\_\_\_

(\*) delete as applicable

(2) Exclusion of cancellation right The right of revocation shall not exist for the following contracts: Contracts for the provision of services in the fields of accommodation other than for residential purposes, transport of goods, car rental services, deliveries of food and beverages, or services related to leisure activities, if the contract provides for a specific date or period of performance (§ 312g para. 2 sentence 1 no. 9 of the Civil Code).

## **General Terms and Conditions for the Online Press TicketShop** (referred to hereinafter as the “GTCs Online Press TicketShop”)

Status: December 2025

### **1. Scope**

The GTCs Online Press TicketShop are an integral part of the contracts concluded between the Organiser (referred to hereinafter as the “Organiser”) and the media representative / blogger (referred to hereinafter as the “Orderer”) for ordering and delivering press tickets. They apply only **if nothing to the contrary is agreed in writing**. Any conflicting General Terms and Conditions of the Orderer have no validity.

### **2. Purchase orders / conclusion of contract**

(1) The press tickets offered in the Online Press TicketShop represent a non-binding invitation to the Orderer to apply for accreditation with the Organiser. Only with the application does the Orderer make a binding offer for issuance of an accreditation. After verifying compliance with its accreditation guidelines, the Organiser shall accept the application of the Orderer by sending him an accreditation confirmation via e-mail. If the Organiser finds during the processing of the application that the accreditation guidelines were not met or further evidence is required, the Orderer shall be informed separately thereof via e-mail.

(2) In the case of trade exhibitions, the Organiser reserves the right to issue press tickets only to trade-related media representatives and to monitor this status appropriately (particularly by presentation of a press pass and further evidence related to the exhibition topic). Press tickets for trade exhibitions may not be distributed or otherwise transferred to third parties.

### **3. Data protection notice for lead tracking**

If the ordering party participates in so-called lead tracking, the contact data they provided visitor registration (company name, title, surname, first name, company, street, postcode, town/city, email, if applicable industry information and other information provided by the ordering party) will be transmitted to the exhibitor, irrespective of whether the exhibitor is from Germany, the EU or other third countries. Participation in lead tracking takes place when the ordering party allows an exhibitor to scan the barcode on their ticket for the event during their visit. Similar to handing over a business card, the above-mentioned data is transferred to the

exhibitor by scanning the barcode. Participation in lead tracking is voluntary and does not take place without further involvement by the customer. Further information on data protection, in particular on exercising your data subject rights and on your contact options, can be found at [www.Interzoo.com/en/data-protection](http://www.Interzoo.com/en/data-protection).

#### **4. Admission requirements**

The “General Accreditation Guidelines for Journalists at Exhibitions in Germany” apply.

#### **5. Delivery**

If all accreditation requirements are fulfilled, the ordering party will receive confirmation by email as well as PDF files at the same time so that the tickets can be printed out in the print@home procedure or saved on mobile end devices. The tickets are also stored as a mobile ticket (passbook/wallet) in the ordering party's user account.

#### **6. Liability**

(1) The Orderer is obligated to check the press tickets for correctness and completeness immediately after delivery and to declare any complaints to the exhibition immediately in written form or in text form (e.g., via e-mail). Otherwise, the statutory liability for defects applies.

(2) The Organiser shall be liable without limitation insofar as the loss or damage in question was caused by an intentional or grossly negligent breach of duty by the Organiser.

(3) In addition, the Organiser shall be liable for the slightly negligent breach of significant duties, the breaching of which endangers the fulfilment of the contract purpose, or the breach of duties, the fulfilment of which is necessary for the proper performance of the contract and the fulfilment of which the Orderer can regularly count on. In this case, however, the Organiser shall be liable only for the foreseeable, contractually typical loss or damage. The Organiser shall not be liable for the slightly negligent breach of duties other than those indicated in the preceding sentences.

(4) The preceding liability limitations shall not apply in the case of injury to life, limb and health and in the case of fraudulently concealed defects.

(5) Insofar as the liability of the Organiser is excluded or limited, this shall also apply for the personal liability of employees, representatives or vicarious agents of the Organiser.

## **7. Place of performance and jurisdiction**

(1) The place of performance and jurisdiction for all obligations under this contractual relationship is Nuremberg if the principal is a merchant, legal entity of public law or special fund under public law, or has no general place of jurisdiction in Germany.

(2) German law and the German text of these General Terms and Conditions apply exclusively. The provisions of the UN Convention on the International Sale of Goods are not applicable.

## **8. Changes in accreditation requirements**

The Organiser reserves the right to make changes to the website, regulations, requirements, including the present General Terms and Conditions and the General Accreditation Guidelines for Journalists at Exhibitions in Germany at any time. The General Terms and Conditions in effect at the date of the order shall apply to the order unless a change to these Terms and Conditions is required by law or government order.

## **9. Severability clause**

If any provision of these GTCs Online Press TicketShop or a provision related to other agreements is or becomes invalid, the validity of all other provisions or agreements and the contractual relationship between the parties shall not be otherwise affected. In this case, the Orderer together with the Organiser shall replace the invalid provision with a valid provision that comes closest to the economic purpose of the invalid provision.