

Regulations for the provision of services by electronic means

Implementing the provisions of the Act of July 18, 2002 on the provision of services by electronic means (Journal of Laws of 2020, item 344, as amended), the Regulation of the European Parliament and of the Council (EU) 2016/679 of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (Official Journal of the EU L No. 119, p. 1) – hereinafter referred to as "GDPR", and the Telecommunications Law Act of July 16, 2004 (consolidated text: Journal of Laws of 2022, item 1648, as amended), the Łódź Tourism Organization, with its registered office in Łódź, hereinafter referred to as the "Service Provider", introduces these Regulations, which define in particular, the types and scope of services provided by electronic means, the conditions for providing these services, including technical requirements and prohibitions on delivering illegal content, the procedure for complaints and the conditions for sending commercial information..

Chapter 1

General Provisions

1. Definitions of Terms Used in the Regulations:

a. **Act** – the Act on the Provision of Electronic Services of July 18, 2002 (consolidated text: Journal of Laws of 2020, item 344, as amended);

b. **Services provided by electronic means** – services performed by sending and receiving data via Information and Communication Technology (ICT) systems at the individual request of the Service Recipient, without the simultaneous presence of the parties, where the data is transmitted through public networks as defined by telecommunications law;

c. **Electronic means of communication** – technical solutions, including ICT devices and software cooperating with them, enabling individual remote communication through data transmission between ICT systems, in particular via email;

d. **Service Provider** – Łódź Tourism Organization with its registered office in Łódź, at Piotrkowska Street 28/2U, 90-269 Łódź, registered in the National Court Register under number KRS 0000676009, with registration files maintained by the District Court for Łódź-Śródmieście in Łódź, 20th Commercial Division of the National Court Register, NIP: 7252199252, REGON: 367173450, Phone: +48 722 006 783, E-mail: biuro@lodz.travel, hereinafter also referred to as "ŁOT".

e. **Service Recipient** - an entity using the services of the Service Provider who is a party to a contract for the provision of services, being a natural person, a legal person, or an organisational unit without legal personality, which undertakes to comply with these Terms and Conditions;

f. **EAZA 2025 Website** – the Service Provider's online platform available at <https://eaza2025.com> and its subdomains. The website serves as an IT infrastructure allowing the Service Recipient access to content related to the EAZA 2025 Conference, provided by the Service Provider.

g. **Congress** – an annual event organized by the Service Provider, in which participation is only possible through event registration and the creation of an account on the website: www.eaza2025.com

h. **Newsletter** - an ordered service provided by the Service Provider via electronic mail (e-mail), which enables all Service Recipients using it to automatically receive cyclical content from the Service Provider containing commercial information on EAZA 2025 events (future editions of the Congress), including discounts on tickets, industry news, reports and the latest publications on, innovation and technological research, available to all Service Recipients at: <https://www.surveymonkey.com/r/EducationNewsletterSubs> and for Service Recipients creating an Account at: <https://members.eaza.net/home> (commercial and promotional information);

i. **Requested Commercial Information** - the information contained in the Service Recipient's Newsletter, which the Service Recipient has consented to receive by registering in the Service Provider's IT system, in particular, has provided an electronic address identifying him for this purpose. Provision of an e-mail address - consent to receive commercial information from the Service Provider by means of electronic communication in accordance with Article 172 of the Telecommunications Law and Article 10 of the Act on Electronic Provision of Services;

j. **Mobile Application** – software voluntarily installed on the Service Recipient's mobile device (smartphone or tablet) after registering for the Congress. The mobile application does not allow ticket purchases for the Congress. The terms of use for the mobile application are available at: <https://whova.com/terms/>

k. **Contact Form** – a feature of the Website that facilitates easy online contact with the Service Provider, specifically designed for potential Congress Partners, available at: <https://eaza2025.com/contact/>

l. **Regulations** – this document, which governs the rules for the provision of services by electronic means through the Website, including the rights and obligations of Service Recipients, the technical requirements for using the Website, and the rights and obligations of the Service Provider;

2. Agreeing to comply with these Regulations is equivalent to full acceptance of the terms contained herein.

Chapter 2

Types and Scope of Electronic Services Provided

1. The Service Provider provides electronic services, including access to:

a. Registration Form – for registering participation in the Congress,

b. Website www.eaza2025.com – providing information about the event, its location, and schedule,

c. Newsletter - ordered information about the Congress and its future editions,

d. Contact Form – enabling responses to inquiries.

2. The service provider may also provide services on the basis of separate contracts, the subject of which is the provision of electronic services.

Chapter 3

Registration Form

1. The Service Provider offers a Registration Form service, enabling users to register, purchase a ticket, and participate in the Congress.
2. Congress registration is carried out via the Registration Form, available on the EAZA 2025 Organizer's website www.eaza2025.com/registration under the "Buy Ticket" section.
3. The Congress Participant selects their preferred participation format for the event.
4. When choosing the option to participate in the event, depending on the period in which the Service Recipient registers for the Congress, he will be matched with the appropriate ticket price. Then, the Service Recipient selects the number of tickets to be purchased and each time has the opportunity, voluntarily, to purchase additional services.
5. The ticket purchase functionality is integrated with Przelewy24, a payment gateway that supports bank transfers, credit/debit card payments, and BLIK transactions, as well as the Optima System, which handles accounting and the issuance of VAT invoices and proforma invoices.
6. It is possible to return purchased tickets without giving any reason within 14 days - in accordance with the Law on Consumer Rights of May 30, 2014. (Journal of Laws 2014, item 827, as amended).
7. Rebooking/cancellation/refund requests must be submitted to Lodz Travel Organization by email (registration@eaza2025.com). For cancellations made before August 1, 2025 the registration fee will be refunded minus a cancellation fee of 25 euros. Cancellation is no longer possible after August 1, 2025. Registration fees will not be refunded in the case of a participant failing to appear due to sickness, premature departure, etc. A processing fee of 15 euros will be charged for changes made to the registration, e.g., participant name, billing address, or for rebooking. We expressly note that it is possible to rebook a registration, allowing a substitute participant to take part. Lodz Tourism Organization must refund the value of expenditures saved as well as the advantages accrued to it from an Event booking by another participant. The participant reserves the right, however, to prove that Lodz Tourism Organization has not incurred any or considerably less damage.

Chapter 6

Newsletter

1. Using the Newsletter service is possible by giving the appropriate consent (checking the checkbox), after providing in the tab visible on the Website eaza2025.com: e-mail address, and first name and selecting the box "SUBSCRIBE".
2. The service is provided free of charge for an indefinite period until consent is withdrawn or the Newsletter is discontinued. Cancellation of the Newsletter is possible by sending an appropriate request to the Service Provider, in particular by e-mail to: registration@eaza2025.com or in writing to the Service Provider's address. Resignation is equivalent to termination of the contract for the provision of electronic services concerning the Newsletter.

Chapter 7

Contact Form

1. The Service Provider offers a service for responding to questions related to the Congress, primarily intended for partners and potential partners.
2. The Service Recipient, via the contact form, may send an appropriate message to the Service Provider, providing their name, email address, subject of the question, and its content.
3. The Service Provider will make every effort to respond to the question within no more than 72 hours, excluding public holidays and Saturdays.
4. The Service Provider reserves the right not to respond to the Service Recipient's question if they have provided an incorrect email address in the contact form, making it impossible for the Service Provider to send a response.
5. Responding to questions is free of charge.

Chapter 8

Technical rules for using the Service

- 1 If necessary or advisable to ensure the efficient operation of the Service, the Service Provider may send the Service Recipients technical or procedural information or messages that do not constitute commercial information within the meaning of the Act.
2. If necessary or advisable, the Service Provider is entitled to carry out technical or maintenance work on the Service, including activities that may cause temporary difficulties, disable certain elements or functionalities of the Service, or limit access to content stored in the Service.
3. To use the Service, the following technical requirements must be met:
Use of a computer, laptop, or other multimedia device with Internet access and an up-to-date web browser.
4. Considering the continuous changes in software provided by third parties, the Service Provider is entitled to introduce changes to technical requirements that do not affect the usability of the Service, particularly updates to browser versions necessary for the proper functioning of the Service.
5. Costs arising from the use of means of remote communication (Internet connection costs, SMS, telephone calls) by Service Recipients to use the Site will be borne by the Service Recipient.
6. The Service Provider does not provide training for Service Recipients on using the Service, including its individual elements or functionalities; therefore, the Service Recipient is responsible for familiarizing themselves with its operation independently.

Chapter 9

Terms and Conditions for the Provision of Services by Electronic Means

1. The Service Provider provides services to the Recipient within the scope and under the conditions specified in these Regulations or an individual offer, if such an offer has been made and accepted by the Recipient.

2. The Service Recipient agrees to comply with these Regulations.

3. The Recipient is required to use the Service Provider's website and the services made available in a lawful manner, respecting personal rights as well as the copyrights and intellectual property of the Service Provider and third parties.

4. The Recipient is obliged to refrain from:

a. abuse of electronic communication means, in particular by causing a disturbance in the work or overloading of the IT systems of the Service Provider or other entities participating directly or indirectly in the provision of electronic services,

b. Taking actions aimed at testing the possibility of breaking or bypassing the security measures of the Service Provider's IT systems, as well as any other actions leading to unauthorized access to all or part of the Service Provider's IT systems,

c. using the services provided by the Service Provider in a manner that is contrary to applicable law, good practices, or the legitimate interests of the Service Provider.

d. Supplying to or through the Service Provider's IT systems any content that infringes on the rights of third parties, violates generally accepted social norms, or is contrary to applicable laws, or their introduction or distribution through the Service Provider's ICT systems constitutes a violation of generally applicable laws.

5. The Service Recipient agrees to exempt the Service Provider from any costs or liability related to the content provided by the Service Recipient to or through the Service Provider's information systems in violation of Section 4(d) above, particularly in the event of claims made against the Service Provider by third parties.

6. The Service Provider is not obligated to verify, store, or monitor content introduced by the Recipient into the Service Provider's IT systems. If the Service Provider obtains credible information or an official notification about the unlawful nature of such content or related activities, the Service Provider may remove such content and/or suspend the Recipient's access to the provided services. In such cases, the Service Provider shall not be liable for removing the content mentioned in this section or for suspending access to services based on these terms.

8. The Service Recipient is prohibited from engaging in any actions or omissions that may violate or limit the proper or efficient functioning of the Website, cause excessive load or overload, or otherwise disrupt its proper or efficient operation.

9. It is prohibited to introduce or allow the introduction of any harmful elements, including software or source code, in particular, but not limited to computer viruses, so-called Trojans or keyloggers, or software designed to sending unsolicited information (SPAM).

10. The Service Provider is committed to maintaining the confidentiality of all information, including personal data entered by the Service Recipients into the Service Provider's IT system, except in the following cases:

a. the information is publicly available or widely known, provided that it has not become publicly available or widely known as a result of a breach of law or contractual obligations between the Service Provider and the Service Recipient;

b. disclosure is required by applicable law,

c. The Service Recipient has given prior consent to the disclosure of the information.

7. The Service Recipient is required to enter data in accordance with the facts.

8. If the Service Provider obtains credible information that the Service Recipient has violated generally applicable laws or the Terms and Conditions, regardless of the possibility of applying other measures resulting from applicable laws or the Terms and Conditions, the Service Provider shall be entitled to:

a. block the Service Recipient's access to the Website;

b. delete the Service Recipient's data;

c. refuse to create another registration for that Service Recipient.

9. If the rights referred to in paragraph 8 are applied, the Service Provider will inform the Client by sending the relevant information to the provided e-mail address within 3 days from the occurrence of such circumstances.

Chapter 10

Complaints

1. Complaints related to the provision of electronic services by the Service Provider may be submitted in writing to the Service Provider's address or electronically via e-mail to: registration@eaza2025.com It is recommended that the Service Recipient provide the following in the description of the complaint: information and circumstances concerning the subject of the complaint, in particular the type and date of occurrence of irregularities; the request of the Service Recipient and the contact details of the complainant.

2. The Service Provider shall review complaints promptly, no later than within 14 days from the date of submission. If the complaint cannot be processed within this timeframe, the Service Provider shall inform the complainant within this period about the reasons for the delay and the estimated time required to resolve the complaint.

Chapter 11

Specific risks associated with the use of a service provided electronically

1. The use of services provided electronically involves the risk of infection of the computer system by unwanted software, including software whose sole purpose is to cause damage.

2. In order to avoid the risks associated with unwanted infection of the computer system, it is recommended to install anti-virus software on the computer used by the Service Recipient. It is advised that the anti-virus program be regularly updated as soon as new updates become available.

3. In addition, it is recommended that the Customer has a firewall running on the computer.

4. In addition to the dangers of infecting the computer system, hacker attacks are among the possible threats. The Service Provider declares that it employs security measures designed to prevent or significantly impede hacking into the Service Provider's Website.

Chapter 12

Rules for processing personal data in connection with the provision of electronic services

The rules for processing personal data in connection with the provision of electronic services are specified in the Privacy Policy document available on the website <https://eaza2025.com/wp-content/uploads/2025/03/GDPR-Information-Clause.pdf>

Chapter 13

Transitional and Final Provisions

1. Regardless of the provisions of these Regulations, the Service Recipient is obliged to comply with the information and messages sent by the Service Provider, if they concern technical rules, security, or ensuring the proper and efficient use of the Website.
2. The Service Provider reserves the right to make changes to these Regulations for important reasons, particularly due to changes in the law, to the extent that such changes affect the implementation of the provisions of these Regulations.
3. Any changes to the Regulations will be communicated to the Service Recipient via a system message displayed on www.eaza2025.com or through correspondence sent to the email address assigned to the Service Recipient's Account.