



PIMCORE EVENT TERMS & CONDITIONS (PETC)

Last Update: December 2025

These Pimcore Event Terms & Conditions (“**PETC**”) apply to the purchase and use of tickets for the **Pimcore Inspire** conference (the “**Event**”), organized by Pimcore GmbH, Söllheimer Straße 16, 5020 Salzburg, Austria, FN 398049t (“**Pimcore**”).

The Pimcore Store Terms & Conditions (“**Store GTC**”) apply to all purchases made via the Pimcore Store (store.pimcore.com). In case of conflict, these PETC prevail for all Event-specific matters.

1. SCOPE

- 1.1. These PETC govern attendance at the Event, the rights and obligations of ticket holders, and all Event-specific conditions.
- 1.2. All purchase-related matters—including contract formation, payment, invoicing, and account functionalities—are governed by the Store GTC.

2. B2B REQUIREMENT

- 2.1. Ticket purchases are limited to business customers. By purchasing a ticket, the Participant confirms that it is not a consumer under § 1 KSchG.
- 2.2. Pimcore may cancel any ticket purchased by a consumer or using fraudulent/inaccurate business data.

3. TICKET PURCHASE & DELIVERY

- 3.1. The purchase of Event tickets is governed by the Store GTC. A contract is concluded upon Pimcore’s order confirmation email, after payment has been received.
- 3.2. Tickets are delivered electronically as a PDF ticket containing a QR code or barcode for admission.
- 3.3. Only paid tickets grant admission.

4. PRICES & PAYMENT

- 4.1. Prices are net prices in EUR, exclusive of taxes.
- 4.2. Payment methods and applicable taxes follow the Store GTC.
- 4.3. Tickets are delivered only after payment has been fully processed.

5. NO REFUNDS & NO WITHDRAWAL RIGHTS

- 5.1. As the Event is sold exclusively to business customers, no statutory withdrawal rights apply.
- 5.2. All ticket purchases are strictly non-refundable, including but not limited to:
 - (a) non-attendance,
 - (b) illness,
 - (c) travel disruptions,
 - (d) scheduling conflicts,
 - (e) technical issues preventing ticket display.
- 5.3. Participants may not submit refund or cancellation requests. Pimcore does not process refund requests for Event tickets.

5.4. Any voucher, discount, or complimentary ticket has no cash value and cannot be redeemed or refunded.

6. TICKET TRANSFER

- 6.1. Tickets may be transferred to another business attendee (“**Replacement Participant**”) up to 14 days before the Event. After this deadline, no transfers are permitted.
- 6.2. To request a transfer, the Participant must provide the following details to Pimcore in text form:
 - (a) full name of the Replacement Participant,
 - (b) their business email address,
 - (c) their company name
 - (d) their position or job title
- 6.3. A transfer is only effective once Pimcore has confirmed it in writing. Pimcore may reject a transfer request if the provided data is incomplete, unclear, or violates the B2B requirement.
- 6.4. The original Participant remains responsible for the accuracy and completeness of the transfer information.
- 6.5. Transferred tickets remain fully subject to these PETC. The Replacement Participant accepts these PETC upon first use of the ticket.
- 6.6. Tickets, vouchers, discounts, or complimentary tickets are strictly limited to the specific Event for which they were issued. They cannot be transferred to another Pimcore event, product, or service. If the Event is cancelled without replacement, any vouchers or discounts associated with the ticket become void.

7. EVENT CHANGES, POSTPONEMENT & CANCELLATION

- 7.1. Pimcore may make reasonable changes to the Event program (speakers, schedule, venue, or format) without any obligation to compensate the Participant or provide a refund.
- 7.2. If Pimcore postpones the Event, all tickets remain valid for the new date. No refunds or compensation shall be provided.
- 7.3. If Pimcore cancels the Event without providing a replacement date, Participants who purchased tickets without discounts may receive a voucher or credit for a future Pimcore offering, at Pimcore’s discretion. However, any previously issued vouchers or discounts become void and cannot be refunded or transferred.

8. PARTICIPANT CONDUCT

- 8.1. Participants must adhere to all venue regulations, security requirements, and any code of conduct provided by Pimcore.
- 8.2. Pimcore may refuse admission or remove Participants who engage in disruptive, unlawful, unsafe, or inappropriate behavior. No refund or compensation will be provided in such cases.

9. PHOTO, AUDIO & VIDEO RECORDINGS

- 9.1. Pimcore may photograph, record, or livestream the Event for documentation, marketing, and public communication.
- 9.2. By attending the Event, the Participant grants Pimcore the right to use such materials without additional compensation.
- 9.3. Participants who do not wish to appear in recordings must notify Pimcore onsite. Pimcore will make reasonable efforts to accommodate such requests but cannot guarantee exclusion from all recordings.

10. LIABILITY

- 10.1. Pimcore is liable only for damages caused by intent or gross negligence.
- 10.2. Liability for lost profits, indirect damages, consequential damages, or third-party claims is excluded.
- 10.3. Pimcore is not responsible for costs such as travel, accommodation, visa arrangements, or other expenses incurred by the Participant.
- 10.4. Mandatory statutory liability provisions (e.g., for personal injury) remain unaffected.

11. DATA PROTECTION

- I 1.1. Personal data of Participants is processed in accordance with the Pimcore Privacy Statement (PPS).
- I 1.2. The PPS is available at any time upon request and on Pimcore's website.
- I 1.3. For Event operations, Pimcore may share participant data with service providers such as ticketing, registration, catering, or venue security partners.

12. GOVERNING LAW & JURISDICTION

- I 2.1. These PETC are governed exclusively by Austrian law, excluding its conflict-of-law rules and the UN CISG.
- I 2.2. The exclusive place of jurisdiction for all disputes arising in connection with these PETC or ticket purchases is Salzburg, Austria.

13. FINAL PROVISIONS

- I 3.1. Any amendments or supplements to these PETC must be made in text form.
- I 3.2. If any provision of these PETC is or becomes invalid, the remaining provisions remain in full force.
- I 3.3. Pimcore may amend these PETC at any time. The version in effect at the time of the ticket purchase applies.
