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Rhine-Ruhr 2025 FISU Games gGmbH
Nördlicher Zubringer 9-11 / 40470 Düsseldorf

GENERAL TERMS AND CONDITIONS FOR THE PURCHASE OF TICKETS FOR AND ACCESS TO THE RHINE-RUHR 2025 FISU WORLD CONFERENCE ("Ticket Terms and Conditions")¹

1. Scope of Application

These Ticket Terms and Conditions apply to the legal relationship established by ordering and/or purchasing tickets – either in the form of physical, print@home or mobile tickets ("**Tickets**") for the Rhine-Ruhr 2025 FISU World Conference ("**Conference**"), which will be held on site in Jahrhunderthalle Bochum, An der Jahrhunderthalle 1, D-44793 Bochum ("**Venue**"), in the period from 17. to 19. July 2025, at Rhine-Ruhr 2025 FISU Games gGmbH, Nördlicher Zubringer 9-11, 40470 Düsseldorf, Germany ("**Organiser**") or vivenu GmbH ("**Authorised Provider**"), in particular for participation in the Conference by access to and staying at the Venue ("**On-site participation**"). By purchasing or using the tickets, the respective purchaser of the tickets ("**customer**") accepts the validity of the ticket terms and conditions. If the customer participates in the conference by way of on-site participation, it is irrelevant whether the tickets are issued to the customer as a physical ticket, print@home or mobile tickets.

2. Order and object of service

2.1 Sales channels: Tickets for the conference may only be purchased from the organiser or the authorised provider. Third-party platforms such as viagogo, Global Ticket, StubHub, etc. are expressly not authorized providers or affiliated sales agents of the authorized provider and are not authorized to offer valid tickets. In addition to these Ticket Terms and Conditions, the general terms and conditions of the authorised provider with regard to pre-sales via www.rhineruhr2025.com and its affiliated points of sale ("**Authorised Provider Terms and Conditions**") may apply. In the relationship between the customer and the organiser, these ticket terms and conditions apply exclusively and primarily to the terms and conditions of the authorised provider, as far as this has been duly pointed out at the time of purchase or at the latest at the time of admission to the conference.

2.2 Registration: Before purchasing the tickets, the customer has to register online to at [<https://app.smartsheet.com/b/form/67fb380cd06d4a02a0f6e868dc026cad>] in order to be granted access to the conference between **1.12.2024 and 31.3.2025**. The customer must fill out the provided *FISU World Conference Registration Form* completely and truthfully. Next, the registration will be confirmed to the customer by email.

¹ A disadvantage of any kind to employees in accordance with § 1 of the Equal Treatment Law (AGG) is not intended.

Rhine-Ruhr 2025 FISU Games gGmbH Nördlicher Zubringer 9-11 40470 Düsseldorf Germany info@rhineruhr2025.com rhineruhr2025.com



Gefördert durch:



aufgrund eines Beschlusses
des Deutschen Bundestages





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2.3 Order: When ordering tickets online via <https://ticket.rhineruhr2025.com/>, the customer makes a binding offer to conclude a contract with the organizer by using the online order provided for this purpose. The receipt of the offer will be confirmed to the customer ("**Order Confirmation**"). However, this order confirmation is only a confirmation of receipt of the online order and not yet an acceptance of the customer's offer. It is subject to the availability of the tickets ordered and the consideration of any exceptional circumstances (e.g. hygiene, safety aspects). On the basis of these ticket terms and conditions, a contract between the organizer and the customer is only concluded with the express confirmation of the order, the (electronic) dispatch or the deposit of the tickets, depending on which occurs earlier.

2.4 Prices and payments: The ticket price is based on the organizer's valid ticket price list available at the time of ordering on www.rhineruhr2025.com. Ticket orders are only processed using the approved payment methods (e.g. PayPal, credit card). In addition to the ticket price, the organizer may charge shipping costs and/or reasonable service fees for services provided in their interest (e.g. system fees) in the event of ticket dispatch.

In the event of an unsuccessful payment for which the customer is responsible (e.g. lack of credit card or account coverage, chargeback), the organizer is entitled to cancel the order without compensation and/or to cancel the affected tickets. These tickets will lose their validity. The customer shall reimburse any additional costs incurred. The organizer reserves the right to demand further compensation.

2.5 Dispatch and deposit of tickets for on-site participation: At the sole discretion of the organisers, the tickets will be sent by post at the organisers' expense. A handling fee will be charged for shipping, which will be contractually determined on a case-by-case basis. The organizer chooses the shipping company at its own discretion.

If electronic tickets are sent to the customer as print@home or mobile tickets, the tickets ordered will be sent to the customer electronically (e.g. by e-mail) in the form of a QR code and in PDF format. No shipping fees will be charged for submitting electronic tickets. The QR code for access to the conference must be made permanently available on the smartphone or printed in readable quality in A4 paper form and carried with you at the conference. Unreadable QR codes or printouts that are not due to the fault of the organizer do not entitle visitors to access the Conference.

In the case of last-minute orders, a deposit of the tickets for collection can be agreed in individual cases at the discretion of the organizer between the customer and the organizer. The organizer may charge a reasonable deposit fee for depositing the tickets. The customer or a third party authorised in writing is only entitled to collect the tickets on presentation of an official ID or another official document suitable for identification.

3. Revocation, Withdrawal

3.1 No right of revocation or withdrawal: When purchasing a ticket, the customer is not entitled to a right of revocation or withdrawal, in accordance with § 312g para. 2 no. 9 of the German Civil Code (BGB), regardless of whether the organizer or the authorized provider offers tickets by means of distance communication in accordance with § 312c para. 2 BGB and thus a distance contract in accordance with § 312c para. 1 of the German Civil Code (BGB) is present. Accordingly, orders are binding and final and cannot be changed or withdrawn.



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3.2 Ticket return: A refund is not possible at the conference. Under certain circumstances, a refund may be issued out of goodwill. Refund requests must be submitted in writing to ticketing@rhineruhr2025.com. Ticket management makes decisions on refunds. No refunds will be made on site unless there are exceptional circumstances. In any case, the ticket price will be refunded excluding a booking fee of €0.50. If a customer cannot use a ticket for personal reasons (e.g. illness), a transfer of the ticket to a third party is exceptionally permitted under the provisions of Section 4.3.

4. Transfer of tickets

4.1 Interest worthy of protection: In order to prevent the unauthorized transfer of tickets, in particular for security reasons, to avoid price gauging, and to maintain the widest possible supply of potential visitors with tickets at socially acceptable prices, it is in the interest of the organizer and the visitors to adequately restrict the transfer of tickets.

4.2 Inadmissible transfer: Tickets are sold exclusively for private use. The purchase of tickets for the purpose of economic profit or commercial resale is prohibited and is reserved for the organizer and/or the authorised provider. In particular, a person in possession of tickets must not

- a) sell their tickets for a profit; or
- b) use their ticket commercially without explicit prior written consent of the organizer, in particular for advertising, marketing, as a bonus, promotional gift, prize or as part of any unauthorised hospitality or travel package; or
- c) offer their tickets for sale or distribution and/or sell or distribute them publicly, in particular by means of auctions, including online (e.g. on eBay, classifieds, Facebook) and/or via sales platforms not authorised by the organizer (e.g. viagogo, seatwave, StubHub, etc.); or
- d) transfer tickets regularly and/or in large numbers; or
- e) sell or transfer tickets to commercial and professional resellers and/or ticket distributors or ticket platforms; or
- f) transfer their tickets above the original sales price plus pro rata transaction costs (shipping costs, pre-sale fees, system fees); a price surcharge of up to 10% to compensate for the transaction costs incurred is permitted; or
- g) resell their ticket if it has been purchased using automated procedures designed to circumvent restrictions on the number of tickets to be purchased by any person or other regulations applicable to the sale of the Tickets.

4.3 Transfer: The private transfer of an admission ticket for non-commercial reasons, in particular in individual cases in the event of illness or other reasons, is not permitted.

4.4 Sanctions in the event of an inadmissible transfer: In the event of an inadmissible sale or use of tickets in accordance with clause 4.2, the organizer is entitled to

- a) not deliver tickets and/or cancel tickets used in violation of the provisions of clause 4.2 before delivery or dispatch;
- b) to block and/or cancel affected tickets as well as other tickets purchased by the respective ticket holder and to refuse them access to the conference without compensation and to expel them from the venue if they have already received access;
- c) to exclude affected customers from purchasing tickets for a reasonable period of time, up to a maximum of five (5) years, for events that may also not be subject to these ticket terms and conditions;



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the number of violations, the number of tickets offered, sold, passed on or used as well as any revenues generated by the resale are deciding factors for the length of the ban;

- d) not to deliver other tickets already purchased by the customer from the organiser, including tickets for comparable events, to the customer and to cancel them against reimbursement of the price paid;
- e) to impose a contractual penalty on the customer in accordance with section 8.

4.5 Data of the new ticketholder: The data of the new ticket holder (regularly name, address, and date of birth) is processed to fulfil the contracts between them and the organizer and between them and the customer in accordance with Art. 6 para. 1 sentence 1 b) GDPR. Additionally, this data processing is conducted to safeguard the legitimate interests of the organizer (see Section 4.1) in accordance with Art. 6 para. 1 sentence 1 f) GDPR).

5. Postponement, rejection, cancellation

5.1 Postponement of the conference: In the event of a postponement or rescheduling of the conference to another day, the tickets are not valid for the replacement date. Ticket holders are only entitled to a refund of the ticket price if the ticket in question has not been used. Refund requests must be submitted to the organizer in written form (by email or via the support portal).

5.2 Cancellation of the conference: If the conference is cancelled, both the organiser and the affected customer are entitled to withdraw from the contract on the purchase of tickets for the conference. The provisions for reimbursement referred to in Section 5.1 apply.

5.3 Expenses: In the cases of section 5, the organizer is not liable to the customer for futile expenses (e.g. futile travel and accommodation costs), unless the organizer is responsible for the event triggering the change in the contractual relationship or a balancing of the conflicting interests of the customer with the interests of the organizer in individual cases are reason for liability.

Access to the Conference

6.1 Right of access: Tickets in connection with successful registration for the Conference entitle to participate on site on the respective day of validity, depending on the ticket, and thus to access the Conference at the venue.

Physical access to the Conference is only permitted with a valid ticket. The organizer is entitled to personalize tickets. In this case, only the person indicated on the tickets or identifiable by other identification criteria (QR code, etc.) or the person who purchased the tickets as part of a permitted transfer in accordance with Section 4.3, subject to the inclusion and application of these ticket terms and conditions, will be allowed access to the conference, provided that a valid personal document can be presented. Upon request, the ticket together with the personal document must also be presented to the organiser or a person commissioned by the organiser at any time at the conference. The ticket only entitles you to access the corresponding cleared areas.

Tickets offered for sale on sales platforms not authorised by the organiser or by other third parties do not confer any right of access and may, in particular, trigger legal consequences in accordance with Section 6.2. The organizer will also be released from its obligation to the customer if the ticket holder has not acquired an effective right of access in accordance with this section. At the request of the organizer, the ticket holder is obliged – considering the data protection requirements – to indicate the way in which and at what price he has purchased the tickets, which may also include the name of the ticket seller.



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6.2 Refusal of access: In principle, any customer or ticket holder with an effectively acquired right of access is entitled to access the Conference at the venue or the virtual conference room. Access to the Conference may nevertheless be denied in the form of on-site participation if

- a) the customer or ticket holder refuses to undergo an appropriate inspection of their identity or their items carried by security staff before entering the venue, i.e. the enclosed area, at the entrance or on the conference grounds; persons who bring objects and/or animals (see Section 7.2) to the venue without permission and/or who evade the controls of the security staff may be expelled from the venue. The organiser reserves the right to designate corresponding separate control points or entrances for certain items to be brought to the venue; or
- b) no valid personal document is provided;
- c) the individualisation features anchored in or on the tickets (e.g. name print, bar and/or QR code, serial number, etc.) have been manipulated, rendered unrecognisable or damaged, as far as this is not the fault of the organiser; or
- d) technical faults that are clearly attributable to the ticket holder (e.g. defect of mobile phone, illegible printout, etc.) lead to the fact that electronic access control is not possible; or
- e) the ticket holder is not identical to the customer who is registered and noted on the ticket via the individualisation features unless there is a case of permissible transfer in accordance with Section 4.3.

In the event of a justified refusal of access, the customer or the ticket holder is not entitled to compensation.

6.3 Special admission requirements for on-site participation/pandemic control: If certain conditions must be met for good cause, e.g. due to mandatory safety regulations for pandemic control or for the partial exclusion of the public according to official requirements, and/or evidence is required for the purchase of tickets and/or access to the conference at the venue (e.g. proof of vaccination, testing or recovery), the organizer is entitled and obliged, subject to the applicable data protection regulations, to obtain such evidence or certificates by means of an admission condition (immediately before entering or staying at the conference) and to monitor compliance with such regulations. If visitors cannot meet the relevant conditions and requirements, the organizer is entitled to refuse the purchase of tickets and/or access to the conference. If tickets have already been purchased, the customers and the organiser are entitled to withdraw from the ticket purchase contract for the conference. Any right of withdrawal does not exist if the specific special admission requirements had already been announced when the ticket was purchased, or expires at the latest with each admission to the Conference during the validity of the specific special admission requirements.

If the measures require the collection or processing of particularly sensitive personal data (health data), appropriate data protection notices will be provided at www.rhineruhr2025.com.

The customers also agree that the organizer is entitled to set certain admission times for certain tickets for good cause, e.g. due to mandatory safety regulations or to avoid large crowds. In this case, the customers affected are obliged to adhere to the respective timetable. In the event of intentional or negligent non-compliance, access to the Conference may be denied outside the specified time frame without compensation.

6.4 Re-entry in the event of on-site participation: The Organiser fulfils its obligations with regard to the right of access in the event of on-site participation by granting persons with an admission ticket one-time access to the Conference at the venue. In principle, the tickets lose their validity when leaving the conference or the venue. However, "re-entry" is permitted if the tickets are scanned by the organizer's service staff when leaving the



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conference or the venue. In the event of re-entry, the respective ticket regulations will continue to apply and, if necessary, security, personal and bag checks will be carried out again.

6.5 Accompanying person and childcare for on-site participation: Customers accompanied by children under 4 years of age have the opportunity to receive a free ticket for the child(ren) and an accompanying person to attend the conference.

Customers accompanied by children aged 4 to 10 years have the opportunity to register the child(ren) for childcare free of charge during the conference in order to be able to participate in the conference.

Both of the aforementioned services require prior registration by the customer. The registration does not yet establish any legal entitlement to receive a free ticket for accompanying persons or a place in childcare. Such a claim only exists if the customer receives a corresponding confirmation from the organiser after verifying their registration.

7. Conduct at the conference

On-Site Attendance

7.1 House rules: By accessing the conference at the venue, the customers vow to comply with the house and service rules as well as the code of conduct drawn up by the organizer, both of which are available at. These apply when entering the venue, regardless of the validity of these ticket terms and conditions.

At the venue, the instructions of the operator and the organizer and the security staff for the enforcement of the house rules must be followed.

7.2 Disorderly conduct: Any violation of the aforementioned house and/or service regulations and/or the following rules of conduct can lead to the cancellation or blocking of the ticket without compensation, to the forfeiture of the right of access or to expulsion from the conference.

Persons who are clearly under the influence of alcohol or drugs, who are masked or who behave violently or against public order or who give cause for concern about such behaviour are prohibited from accessing the Conference.

In particular, it is forbidden to carry the following items, among others:

- Weapons of any kind, as well as items that can be used as weapons or projectiles. These also include devices for self-defence such as pepper sprays.
- Glass containers, bottles and cans or other objects made of glass or other fragile, splintering or particularly hard materials that, due to their nature, can cause injury
- Pyrotechnic material such as fireworks, Bengali fires, smoke bombs, smoke powder, torches, sparklers, etc.
- Stick umbrellas (not collapsible)
- Poles (e.g. for flags)
- Laser pointers
- Selfie sticks



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- Bags and backpacks larger than 50 x 30 x 20 cm. Security personnel may conduct bag and backpack checks at its own discretion.
- Writings, posters, emblems, and other objects (including clothing) that serve an inadmissible expression of opinion (e.g. racist, xenophobic, right-wing, or left-wing radical, anti-Semitic, National Socialist or political propaganda material)
- Drugs in accordance with the Narcotics Act (BtMG); their consumption is also prohibited
- Alcoholic drinks
- Animals of any kind, with the exception of guide dogs and assistance dogs in consultation with the operator/organizer
- Plastic containers, plastic bottles, or tetra packs with drinks for personal use exceeding a maximum amount of 500 ml per person
- Private sporting equipment, such as bicycles, skateboards, rollerblades

7.3 Admission of ticket holders: For public reporting and promotion of the conference, the organizer or third parties commissioned or otherwise authorized by it (e.g. radio, press) can create audio and video recordings of the event in accordance with Art. 6 Para. 1 sentence 1 f) GDPR, which may show the ticket holder as a visitor, and use them for these purposes. The legitimate interest of the organizer or third parties commissioned or otherwise authorized by it (e.g. broadcasters, press) is to position and show the conference in the media. Further information on data protection can be found in Section 11. If a customer purchases tickets not only for himself, but also for other persons with an effective right of access, the customer is obliged to ensure that the information is forwarded to the respective ticket holder.

7.4 Video surveillance: In order to ensure security at the venue and to support the work of the law enforcement authorities, the conference and in some cases its surroundings will be monitored in accordance with Art. 6 para. 1 sentence 1 f) GDPR. In addition, the law enforcement authorities also use video surveillance systems on their own responsibility for security and law enforcement in accordance with the applicable legal provisions. Recordings taken by video surveillance system will be treated confidentially by the organiser but can serve as evidence in particular in the event of suspicion of and/or the occurrence of criminal offences. The same applies to video and sound recordings made in accordance with Section 7.4, which will be transmitted to authorities or courts for these purposes by the organizer or third parties authorized by the organizer or the respective responsible association upon request in accordance with Art. 6 para 1 sentence 1 c) or f) GDPR. If video surveillance is conducted without incident, the recordings will be deleted in accordance with the applicable data protection regulations, in particular the GDPR and the BDSG (Federal data protection law).

7.5 Cannabis ban: At the conference, in particular for the protection of children and families, an absolute smoking and consumption ban applies with regard to cannabis in accordance with § 1 No. 8 of the Cannabis Consumption Act. In the event of violations of the aforementioned prohibitions, the organizer and staff commissioned by it are entitled at any time to expel ticket holders, customers, and guests from the conference without compensation.

On-Site Attendance

7.6 Conference recordings: Holders of tickets and visitors are not permitted to (partially) record and/or stream sounds, photos or videos of the conference, in particular the lectures and workshops, etc., insofar as this is done for public or commercial purposes; recordings for purely private purposes, however, are permitted. The distribution and/or reproduction of sound, photo, film or video recordings of the conference or parts of the



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conference via the Internet, radio, television, data carriers (e.g. DVD, CD-ROM, etc.) or other media, including future media, as well as the support of third parties in such activities is strictly prohibited.

Section 8 Contractual penalty

In the event of a culpable violation by the customer of these ticket terms and conditions, in particular of one or more provisions in Section 4, the organizer is entitled, in addition to the other measures possible under these ticket terms and conditions and without prejudice to any further claims for damages, to impose an appropriate contractual penalty on the customer at its own discretion, the amount of which can be reviewed by the relevant courts in case of doubt.

9. Liability

Staying at the venue is at your own risk. The organizer is not liable for damage caused by slight negligence on the part of the organizer or its vicarious agents or vicarious agents, unless it is a violation of essential contractual obligations, the fulfilment of which makes the proper execution of the contract possible in the first place and on the observance of which the contracting party may regularly rely (so-called "cardinal obligations") or injuries to life, limb or health; the same applies to the presence/occurrence of defects in the item as well as the failure of technical facilities, operational disruptions or other incidents affecting the conference.

Insofar as the organizer is liable in cases of slight negligence or breach of a cardinal obligation within the meaning of this section, the liability is limited in amount to the foreseeable, contract-typical, direct average damage; this limitation of liability does not apply to culpable injury to life, body or health of persons.

10. Contact address

Questions and problems regarding tickets of the organizer can be addressed to the organizer via the following contact options:

Phone: +49 (0) 151 6066 5110 Email address: conference@rhineruhr2025.com

11. Data protection

The collection, processing and other use of personal data in connection with the purchase of tickets for the conference and participation in the conference is carried out in accordance with the GDPR and the current *privacy policy for the purchase of tickets for and access to the Rhine-Ruhr 2025 FISU World Conference* of the organizer, which is available at [<https://rhineruhr2025.com/en/world-conference>]. This includes forwarding event-related information.

12. Additions and amendments

In the event of a change in market conditions and/or the legal situation and/or in accordance with supreme court case law, the organizer is entitled to supplement and/or amend these ticket terms and conditions with a notice period of four (4) weeks in advance, even in the case of existing contractual obligations, insofar as this is reasonable for the customer. The respective changes will be communicated to the customers in writing or, if this form of correspondence has been agreed on, by e-mail. The additions and/or changes shall be deemed



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approved if they are not objected to in writing or by e-mail to the organizer within a period of four (4) weeks after the additions and/or changes have been sent, provided that the organizer has expressly referred to this fiction of approval in the respective notification. An objection entitles the organizer to extraordinary termination of the legal relationship concerned.

13. Other provisions

13.1 Place of performance and applicable law: The exclusive place of performance for all contractual services is Düsseldorf. Only German law shall apply with the exception of the Convention of the United Nations on the International Sale of Goods (CISG). The mandatory provisions of the state in which the contracting party has their habitual residence as a consumer remain unaffected.

13.2 Severability: Should any provision of these Ticket Terms and Conditions be or become invalid or unenforceable, the validity of the remaining provisions shall not be affected. If a clause is partially invalid, the remaining parts of the clause remain unaffected, provided that the invalid part of the clause can be deleted without losing the meaning of the remaining part.

13.3 Jurisdiction: For all disputes with merchants, legal entities under public law and special funds under public law about orders/purchases on the basis of these ticket terms and conditions, including the implementation of the conference, the LG Berlin is the competent court. This also applies to cross-border contracts, to the absence of a general place of jurisdiction in Germany or the fact that the place of residence or usual place of residence is not known at the time a claim is made.

13.4 Arbitration procedures for consumer contracts: The EU provides an online platform to which the customer can turn in order to settle consumer disputes out of court: <http://ec.europa.eu/consumers/odr/>. The organizer does not participate in a dispute resolution procedure before a consumer arbitration board (cf. § 36 VSBG).

13.5 Language: Insofar as these ticket terms and conditions are available in several languages, the German version shall prevail.

Stand: November 2024