

# Regulations for online ticket sales

## 1 General provisions

1.1 These Regulations set out the rules for the sale of tickets for events via the myEvent platform.

1.2 The entity responsible for ticket sales is myEvent spółka z ograniczoną odpowiedzialnością with its registered office at al. Stanów Zjednoczonych 53, 04-028 Warsaw, entered in the Register of Entrepreneurs of the National Court Register kept by the District Court for the Capital City of Warsaw, XIV Commercial Department, under KRS number 0000862535, NIP 1133020611, REGON 387175076.

1.3 Contact with myEvent: phone: +48 22 8106532, e-mail: info@myevent.pl.

1.4 The entity providing online payment services is mElements S.A.

1.5. myEvent platform enables the sale of tickets for events organized by third-party organizers. The platform acts as an intermediary in the transaction.

## 2 Definitions

2.1 Buyer - a natural person, legal entity or organizational unit purchasing a ticket.

2.2. Organizer - the entity organizing the event, which is responsible for its conduct.

2.3. Ticket - an electronic document authorizing participation in an event.

2.4. myEvent platform - an online system for purchasing tickets for events.

## 3. Purchase of tickets

3.1 The purchase of tickets can be made through the registration form on the website dedicated to the event. After completing it, the buyer is redirected to the payment page of the myEvent platform (<https://platnosci.myevent.pl>).

3.2 The buyer must provide true and current data.

3.3. After payment, the buyer will receive a confirmation of purchase and an electronic version of the ticket to the e-mail address provided.

3.4 A VAT invoice is issued upon request of the buyer.

3.5 The order processing time is counted from the moment of positive payment authorization for card payments or from the moment funds are credited to the seller's bank account for other payment methods.

## 4. Payment

4.1 Ticket prices are given in Polish zloty (PLN) and include VAT.

4.2 Available payment methods: credit card, online transfer, electronic payment systems.

4.3 Accepted card payment methods include Visa, Visa Electron, Mastercard, Mastercard Electronic, and Maestro.

4.4 myEvent does not store payment card data.

## 5. Returns and complaints

5.1. The buyer has the right to withdraw from the ticket purchase contract within 14 days from the date of purchase, unless the event took place at that time.

5.2 Return of tickets is possible only in the cases specified in the regulations of the event.

5.3 In the event of cancellation of the event, the buyer will receive a full refund within 14 days of notification of cancellation. If the payment was made by card, the refund will be processed to the same payment card used for the purchase.

5.4 Complaints about the purchase of tickets should be reported to [info@myevent.pl](mailto:info@myevent.pl) within 7 days from the date of purchase or event.

5.5 The complaint should include: the order number, a description of the problem and details of the buyer.

5.6. myEvent will consider the complaint within 14 working days of its receipt.

## **6. Personal data**

6.1 The administrator of personal data is myEvent sp. z o.o. or the organizer of the event.

6.2 Personal data shall be processed in accordance with the provisions of RODO in order to carry out the order.

6.3 For details, please refer to the event regulations and Privacy Policy on the event website.

## **7. Liability**

7.1. myEvent is not responsible for changes in the program of the event, its cancellation or other decisions of the organizer.

7.2. The organizer of the event is responsible for the conduct of the event and its compliance with the description.

## **8 Final provisions**

8.1 In matters not covered by these Regulations, the provisions of Polish law shall apply.

8.2 The Regulations are available only in English. The process of registration and purchase of tickets is carried out in English.

8.3 Disputes between the seller and the buyer will be resolved amicably or before a court with jurisdiction over the seller's registered office.

8.4 The Terms and Conditions may be amended by the seller. The buyer will be informed of the changes before they take effect.

8.5 These Regulations are effective from 01.01.2025.