Terms and Conditions

I. General

These Terms and Conditions ("Terms and Conditions") govern the purchase of tickets for events organised by EIT RawMaterials e.V., EIT RawMaterials GmbH, or any other EIT RawMaterials entity or subsidiary ("Event") through the official sales network. Purchases of tickets through this sales network may be made as individual tickets or as bulk orders.

By purchasing a ticket in any form, you agree and undertake to be bound by these Terms and Conditions. If you do not agree to these Terms and Conditions, or if you cannot comply with them, you may not make a purchase.

The organiser of the Event reserves the right to change the programme, date, or venue of the Event. By purchasing a ticket, you acknowledge and accept this right of the organiser.

II. Purchasing Tickets

Tickets are sold in electronic form only. Tickets are sent to customers by email, made available for download and/or print via the internet, or delivered via a mobile application.

Ticket prices will be displayed on the Event's official website at the time of purchase.

In addition to the ticket price, which constitutes the Admission Fee payable to the Event organiser (including applicable VAT), a Transaction Fee may apply depending on the payment method. This fee covers processing costs charged by the payment service provider (e.g. Stripe). The total payment due will therefore consist of the Admission Fee and, where applicable, the Transaction Fee. Invoice payments do not include a Transaction Fee.

III. Ticket Refunds

Ticket refunds may be requested by contacting ticketing support at communications@eitrawmaterials.eu, subject to the following conditions:

a. Cancellations made 60 days or more before the Event: 100% refund of the Admission Fee, less any transaction or bank fees associated with the purchase and refund.

b. Cancellations made 59 to 15 days before the Event: 50% refund of the Admission Fee, less any transaction or bank fees associated with the purchase and refund.

c. Cancellations made 14 days or fewer before the Event: No refund.

Refunds will be processed within 60 days of the Event end date.

No refunds can be requested after the Event date.