

## IDF WORLD DAIRY SUMMIT 2024 TERMS AND CONDITIONS

### 1 OBJECT - ENFORCEABILITY OF CGVS

- 1.1** These general terms and conditions of sale (hereinafter referred to as the "GTC") are entered into between, on the one hand, HOPSCOTCH CONGRES (RCS 422 322 479, intracommunity VAT number FR 09 422 322 479), a simplified joint stock company, whose registered office is at 23-25 rue Notre-Dame-des-Victoires, 75002 Paris, the seller, hereinafter referred to as "HOPSCOTCH CONGRES" and, on the other hand, any customer, hereinafter referred to as the "Buyer", purchasing one or more Entry tickets, hereinafter referred to as the "Ticket(s)", representing a right to access the IDF WORLD DAIRY SUMMIT 2024.
- 1.2** The purpose of the GTC is to define the terms and conditions under which the Buyer acquires from HOPSCOTCH CONGRES, online via a dedicated ticketing portal, hereinafter the "Ticketing Portal, one or more Ticket(s) allowing access to the IDF WORLD DAIRY SUMMIT 2024, as well as the terms of use of these Tickets.
- 1.3** No special conditions or general terms of purchase shall prevail over these GTC.
- 1.4** All orders and purchases of Tickets imply the Buyer's full and unreserved acceptance of the GTC. To materialize this acceptance when ordering Tickets via the Ticketing Portal, the Buyer must tick the box provided for this purpose on the online form accessible from the Ticketing Portal and validate his/her acceptance of the GTCs by means of a checkbox. Failing this, the order will not be processed. The Buyer may, at any time, consult or print the current GTC, available on the Ticketing Portal page by clicking on the "GTC" tab. The GTC applicable to an order are, in all cases, sent to the Buyer by email via a link stipulated in the Order Confirmation email. The Buyer declares that he/she has full legal capacity and/or any authorization that may be required to enter into such an agreement. The purchase of a Ticket, together with the fact of entering the Site hosting the IDF WORLD DAIRY SUMMIT 2024 by means of the Ticket, constitutes irrevocable acceptance of the Site's internal regulations, hereinafter the "[Site's Internal Regulations](#)".
- 1.5** It is the responsibility of the Buyer to bring the GTC to the attention of any Ticket Holder(s) and to obtain their undertaking to comply with said GTC. Thus, the rights and obligations resulting from the GTC are automatically applicable to any Ticket Holder, by the effect of the transfer of the Ticket under the conditions set out in article 8 of the GTC below.

### 2 DEFINITIONS

#### **Buyer**

Any natural person with the legal capacity to enter a contract for the purchase of a Ticket for the IDF WORLD DAIRY SUMMIT 2024 in accordance with the General Terms and Conditions.

#### **Ticket**

Individual and nominative ticket purchased online from HOPSCOTCH CONGRES, via the Ticketing Portal in accordance with the conditions specified on the Ticket and delivered in the form of an electronic Badge (e-ticket) on which a QR code is displayed, and which can be printed, if required.

## **General Terms and Conditions or GTC**

These general terms and conditions of sale govern the relationship between HOPSCOTCH CONGRES, on the one hand, and Ticket Holders, on the other hand, regarding the purchase of Tickets on the Ticketing Portal, to the exclusion of any other document.

### **Ticket holder**

Any person in regular possession of a Ticket, i.e. the Buyer or, as the case may be, the Holder.

### **IDF WORLD DAIRY SUMMIT 2024**

Event from October 15 to 18, 2024 on the CNIT Forest La Défense site, organized by HOPSCOTCH CONGRES for members of the French or international dairy industry, on presentation of a valid ticket.

Technical visits are also offered to sale from October 18 to 20, 2024 inclusive.

### **Holder**

A natural person belonging to the private or professional circle of the Buyer and to whom the Ticket(s) is (are) transmitted by the organizer in accordance with these GTC.

### **Ticketing Portal**

Internet platform for online ordering and payment made available to Internet users by HOPSCOTCH CONGRES and its partner service provider, supplier of the online ticketing software, KEY4 event (SAS with share capital of 37,000 euros, whose registered office is located at 18 rue Scaliero 06300 Nice, registered with the Nice Trade and Companies Register under number 451 863 898), for the purpose of selling and downloading Tickets.

The official Ticketing Portal is only available from the [www.idfwds2024.com](http://www.idfwds2024.com) website. HOPSCOTCH CONGRES is the only company authorized to sell Tickets online.

### **Purchase price**

Total purchase price (including VAT) of the Ticket(s) allocated by HOPSCOTCH CONGRES in accordance with these GTC.

### **Venue**

Official site of the IDF WORLD DAIRY SUMMIT 2024, including all areas to which access is subject to presentation of a Ticket. On the date of publication of these GTS, the Official Site is located at CNIT Forest La Défense, 2 place de la Défense 92092 Puteaux.

## **3 TICKET SALES**

### **3.1 General rules**

**3.1.1** All Ticket purchases require either the ordering of Ticket(s) by the Buyer via the official Ticketing Portal or the purchase of Ticket(s) by the Buyer on the Site.

**3.1.2** Please note that HOPSCOTCH CONGRES has exclusive rights to market the Tickets and is the only party authorized to appoint sales partners. Consequently, HOPSCOTCH CONGRES declines all responsibility for the sale of Tickets by any unauthorized third party, including on so-called "secondary" markets or through unauthorized Internet sites.

**3.1.3** Ticket types and prices are shown on the Ticketing Portal, on the "Registration" page of [www.idfwds2024.com](http://www.idfwds2024.com).

### **3.2 Specific rules for ordering Ticket(s) via the Ticketing Portal**

- 3.2.1** Step 1 – On the website, the Buyer who wishes to order one or more Tickets selects his/her profile ("Standard registration, Student, Developing countries) and, depending on the case, the desired duration of participation (Day or Full registration) which determines the price of the ticket(s) by clicking on the "Register" button. This will lead him/her to the Ticketing Portal.
- 3.2.2** Step 2 - The Buyer is asked to indicate the first and last name of the holder of each Ticket. The Buyer is invited to complete his/her contact details, to give his/her consent to the use of his/her personal data for the purposes of the Summit, to subscribe or not to subscribe to the newsletter, to request or not to request an invoice, to request or not to request an invitation letter, to read and validate the General Terms and Conditions. The Buyer can modify or cancel all or part of his order by clicking on "Previous step". He/she proceeds to the next step by clicking on the "Next step" button.
- 3.2.3** Step 3 - The Buyer selects the type of Ticket required. The Buyer has the option of modifying or deleting all or part of his/her basket before validating it via the "Next step" button via the "Previous step" button and returning to the previous steps.
- 3.2.4** Step 4 - The Buyer selects the type(s) of additional Tickets desired (companion, social events). The Buyer has the option of modifying or deleting all or part of his/her basket before validating it via the "Next step" button via the "Previous step" button and returning to the previous steps.
- 3.2.5** Step 5 - The Buyer selects the technical visit in which he/she wishes to participate. The Buyer has the option of modifying or deleting all or part of his/her basket before validating it via the "Next step" button via the "Previous step" button and returning to the previous steps. If the Buyer does not wish to take part in the technical visits, he/she can proceed to the next step via the "Next step" button.
- 3.2.6** Step 6 - The Buyer selects the payment method from among those proposed and completes the required payment details. The different methods of payment are detailed in the "Payment" section of these General Terms and Conditions. To validate his/her order, the Buyer must click on the "Register" button, which validates payment and definitively accepts the order in the case of payment by credit card. In the case of payment by bank transfer, final acceptance of the order will take place after validation of payment within the 14-day time limit, and no later than 14 October 2024.
- 3.2.7** A confirmation of the order is presented to the Buyer on the Ticketing Portal. The Buyer receives an initial "Order Confirmation" email confirming the validation of his/her order, as well as an invoice confirming his/her purchase. In the case of payment by bank transfer, the Buyer first receives a pro-forma invoice, and will receive a final invoice once payment has been received and validated.
- 3.2.8** HOPSCOTCH CONGRES reserves the right not to accept the order in the following cases:
- Unavailability of all or part of the Tickets ordered;
  - Existing dispute(s) with the Buyer, including in the event of total or partial non-payment of one or more of the Buyer's previous orders;
  - Objective suspicion of fraud;
  - Refusal of payment authorization by banking organizations/partners

- Manifest price error, when the price is considered derisory in relation to the value of the Ticket, notably as a result of a parameterization error, in accordance with case law considering that there was no meeting of the minds on the price as required by article 1583 of the French Civil Code.

**3.2.9** Except in the case of refusal of an order in the above-mentioned circumstances, which is notified by e-mail and invalidates the order, the Buyer will receive a definitive confirmation of his/her order, which will always include a summary of the order, at the e-mail address provided. The sales contract between the Buyer and HOPSCOTCH CONGRES is formed upon final confirmation of the order. At the time of ordering, each Buyer is required to provide at least the following information concerning the Ticket Holder: surname, first name, email address, city, country and telephone number. It is the responsibility of each Buyer to ensure that all the data required to purchase a Ticket (the email address which will enable the Ticket to be received prior to the opening of the IDF WORLD DAIRY SUMMIT 2024) is accurate and up to date, and to modify it if necessary. In particular, HOPSCOTCH CONGRES shall not be held liable in the event of an order not being validated, not being executed or being executed incorrectly due to missing or inaccurate information. For example, an erroneous or spammy e-mail or one that does not allow the Ticket to be received in time is the sole responsibility of the Buyer.

**3.2.10** The credit card used to pay for the Ticket via the Ticketing Portal must have a balance and a maximum amount sufficient to cover the Ticket Purchase Price, including any bank charges invoiced for payment by credit card.

### **3.3 Ticket sales period**

Ticketing for the IDF WORLD DAIRY SUMMIT 2024 via the Ticketing Portal and the Website is open from 9 April 2024 until the last day of the IDF WORLD DAIRY SUMMIT 2024, subject to availability, i.e. Friday 18 October 2024. These dates are provided by HOPSCOTCH CONGRES for information purposes only. The latter reserves the right to modify them. Information concerning the dates on which Tickets go on sale will be available at [www.idfwds2024.com](http://www.idfwds2024.com)

### **3.4 Quota**

The number of Tickets offered for sale is limited and subject to a maximum quota. The IDF WORLD DAIRY SUMMIT 2024 ticketing service, via the official Ticketing Portal, will use its best efforts to inform the Buyer in real time of the availability of the Tickets when he places his order or makes his purchase.

### **3.5 Characteristics and type of Tickets**

The essential characteristics of the Tickets are described on the Ticketing Portal. There are several types of Tickets offered for sale by HOPSCOTCH CONGRES. The purchase of these Tickets is subject to compliance with eligibility conditions by the Ticket Holder. It is the sole responsibility of the Buyer to ensure that Ticket Holders comply with these eligibility conditions.

#### **3.5.1 "Early birds" ticket and eligibility conditions**

Promotional ticket on sale from 9 April to 30 June 2024, available to anyone purchasing a ticket before midnight on 30 June 2024.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

**3.5.2 Standard registration" ticket and eligibility conditions**

Ticket available to anyone purchasing a ticket between 1<sup>st</sup> July and 30 September 2024, midnight.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

**3.5.3 Late registration" ticket and eligibility conditions**

Ticket available to anyone purchasing a ticket on or after 1<sup>st</sup> October 2024.

Personalized, non-exchangeable, non refundable ticket.

**3.5.4 Student tickets and eligibility requirements**

This ticket is only available to people who can prove that they are students at the time of access to the IDF WORLD DAIRY SUMMIT 2024, on presentation of a student card which will be checked when registering online or at the IDF WORLD DAIRY SUMMIT 2024 reception desk when registering on site.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

**3.5.5 Developing countries" ticket, and eligibility conditions**

This ticket is only available to people originating from and residing in one of the countries on the "developing countries" list (available on the IDF WORLD DAIRY SUMMIT 2024 website) at the time of access to the IDF WORLD DAIRY SUMMIT 2024, on presentation of an identity document that will be checked when registering online or at the IDF WORLD DAIRY SUMMIT 2024 reception desk when registering on site.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

**3.5.6 Full registration" ticket, and eligibility conditions**

This ticket is available to anyone who does not qualify for the "student" or "developing countries" rates. This rate is valid for all 4 days of the Summit, excluding the Farmers' Dinner and the Gala Dinner, both of which are subject to special rates.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

**3.5.7 Accompanying person" ticket, and eligibility conditions**

Ticket available to anyone accompanying a participant, excluding members of their company or organization, who must register at the current rate.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

**3.5.8 Day registration tickets and eligibility conditions**

This ticket is available to anyone wishing to purchase a day ticket. Day registration only includes access to conferences, the exhibition and breaks on the chosen date.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

### **3.5.9 "Welcome Reception" social event, and eligibility conditions**

Ticket reserved for accompanying persons of Summit participants. Access to the Welcome Reception is included in participants' Full Registration tickets.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

### **3.5.10 "Farmers Dinner" social event, and eligibility conditions**

Tickets reserved for farmers or staff from farmers' organizations attending the Summit.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

### **3.5.11 "Gala Dinner" social event, and eligibility conditions**

Ticket available to anyone attending the Summit.

For accompanying persons, registration for the Gala Dinner is conditional on the main participant's registration for the Gala Dinner.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

### **3.5.12 "Technical tours" ticket, and eligibility conditions**

Ticket available to anyone wishing to take part in a technical visit. Registration limited to one technical tour per participant.

For accompanying persons, registration for a technical tour is conditional upon the main participant's registration for the same tour.

Personalized, non-exchangeable, refundable ticket subject to the following conditions:

- Before 31 August with a 50€ cancellation fee
- After 31 August, no refunds will be possible.

## **3.6 Time slot(s) and validity period (first use of ticket)**

Each Ticket allows access to the IDF WORLD DAIRY SUMMIT 2024 only for a specific period, selected by the Buyer at the time of purchase. Only the day indicated on the Ticket is binding.

The slots are as follows:

### **Day tickets:**

- **Tuesday 15 October 2024**  
*arrivals between 08am and 5pm (1 hour before official closing time)*
- **Wednesday 16 October 2024**  
*arrivals between 08am and 5pm (1 hour before official closing time)*
- **Thursday 17 October 2024**  
*arrivals between 08am and 5pm (1 hour before official closing time)*
- **Friday 18 October 2024**  
*arrivals between 08am and 11am (1 hour before official closing time)*

### Tickets for the duration of the Summit:

- **Valid from Tuesday 15 to Friday 18 October 2024**  
*arrivals between 08am and 5pm (1 hour before official closing time)  
 from Tuesday 15 October to Thursday 17 October 2024*  
*arrivals between 08am and 11am (1 hour before official closing time)  
 on Friday 18 October 2024*

### 3.7 Ticket pricing via the Ticketing Portal

Prices include taxes.

TYPOLOGY	RATE € incl. taxes	NOTE
<b>Early bird rate, valid from 9 April to 30 June 2024, midnight</b>		
Full registration ticket	1165 € INCL. TAXES	
Student ticket	495 € INCL. TAXES	Student status check at registration.
Developing countries ticket	850 € INCL. TAXES	Passport check at registration.
Accompanying person	400 € INCL. TAXES	Not members of the buyer's company or organization
<b>Standard rate, in effect from 1<sup>er</sup> July to 30 September 2024, midnight</b>		
Full registration ticket	1360 € INCL. TAXES	
Student ticket	495 € INCL. TAXES	Student status check at registration.
Developing countries ticket	950 € INCL. TAXES	Passport check at registration.
Accompanying person	400 € INCL. TAXES	Not members of the buyer's company or organization
<b>Late rate, effective from 1<sup>st</sup> to 18 October 2024</b>		
Full registration ticket	1550 € INCL. TAXES	
Student ticket	495 € INCL. TAXES	Student status check at registration.
Developing countries ticket	950 € INCL. TAXES	Passport check at registration.
Accompanying person	400 € INCL. TAXES	Not members of the buyer's company or organization
<b>Daily rate from 9 April to 18 October 2024</b>		
Full registration ticket	495 € INCL. TAXES	
Student ticket	200 € INCL. TAXES	Student status check at registration.
<b>Social Events, subject to availability</b>		
Welcome ceremony	115 € INCL. TAXES	For accompanying persons
Farmer's dinner	90 € INCL. TAXES	Reserved for farmers and staff of farmers' organizations
Gala dinner	150 € INCL. TAXES	

### 3.8 On-site ticket prices

Tickets purchased on site will be subject to the "Late" rate.

## 4 TICKET VALIDITY AND SITE ACCESS

Please refer to the table in article 3.6.

### 4.1 Cases of disability

In addition to the elements cited in articles 3.1, and articles 8 and 9 below of the GTCs, Tickets will be considered and rendered invalid, i.e. as not allowing access to the IDF WORLD DAIRY SUMMIT 2024 under the following conditions:



- An identity check is carried out and the name on the Ticket is different from the name on the Ticket Holder's identity document.
- An identity check cannot be carried out because the Ticket Holder does not have official proof of identity (identity card, passport, driving license).
- The Ticket has already been scanned to enter the Site. No two identical Tickets may be scanned at the same time and/or in different areas of the Site.

It is the sole responsibility of the Ticket Holder to:

- Do not buy it elsewhere than on the IDF WORLD DAIRY SUMMIT 2024 Ticketing Portal or at the IDF WORLD DAIRY SUMMIT 2024 reception desk on level A of the CNIT Forest Paris la Défense.
- Do not share it with anyone other than the person intended to carry it.
- Comply with the compulsory checks at the entrance and exit of the Site and ensure that the Ticket has been scanned correctly.

#### **4.2 Other disability**

Valid Ticket Holders arriving with luggage must leave it in the checkroom before gaining access to the CNIT Forest Paris-La Défense halls, the Louvre for the Welcome Reception, and the Hangar Y for the Gala Dinner.

Ticket Holders carrying products or objects considered prohibited must leave them permanently with the security personnel at the entrance to the Site.

Ticket Holders who do not wish to abide by these rules will not have access to the Site. The Ticket Holder will not be entitled to a refund of the Ticket or to any other damages.

Lastly, any Holder of a valid Ticket who, in the opinion of HOPSCOTCH CONGRES, including its staff and service providers appointed for the organization of the IDF WORLD DAIRY SUMMIT 2024, displays an attitude or behavior that is or may be detrimental to the safety of the visitors or organizers of the IDF WORLD DAIRY SUMMIT 2024 will be asked to leave the Site. Their Ticket will also be invalidated. He/she will not be entitled to claim any refund of his/her Ticket or any other damages.

#### **4.3 Site access**

Holders of a valid Full, Student or Developing countries Ticket benefit from:

- a right of access to the exhibition space
- right of access to conferences
- access to coffee breaks and lunches
- at the Welcome Ceremony (excluding day tickets)

The holder of a valid Companion Ticket benefits from:

- a right of access to the exhibition space
- right of access to conferences
- access to coffee breaks and lunches

Participation in optional social events and technical visits will be billed separately.

## **5. PAYMENT**

### **5.1 General rules**

The Tickets remain the property of HOPSCOTCH CONGRES until registration of the effective and final receipt of the purchase price of said Tickets.

It is reminded that in the event of non-payment of Tickets ordered on the Ticketing Portal which is not remedied by the Buyer, HOPSCOTCH CONGRES reserves the right not to validate the order concerned.



Exchanges with the Ticketing Portal are secured by SSL encryption. HOPSCOTCH CONGRES or its partner KEY4 Event cannot see or store the Buyer's bank details. Online electronic payments are made via the Ticketing Portal or directly on the website of HOPSCOTCH CONGRES' banking partner, who ensures security using appropriate encryption and authentication technologies.

## **5.2 Payment on the Ticketing Portal**

The Ticket Purchase Price is indicated in euros, inclusive of all taxes, in accordance with the grid stipulated in article 3.7 of the GTC.

Ticket prices are payable by credit card (VISA, CB, MASTERCARD) or bank transfer. Any payment made by bank transfer will be subject to processing charges at the Buyer's expense.

Full payment must be received within 14 days of registration to validate registration. Registration will not be validated until full payment has been received. Payment for portal registration must be received by 14 October 2024.

E-cards or virtual cards are not accepted. Any payment incident will automatically invalidate the order.

## **5.3 On-site payment**

On-site tickets can only be purchased by credit card at the IDF WORLD DAIRY SUMMIT 2024 reception desk on level A of CNIT Forest Paris-La Défense.

## **6. TICKETING, INVOICING AND ARCHIVING**

### **6.1. Sales via the Ticketing Portal**

The Tickets and, where applicable, the invoice requested are sent to the Buyer at the e-mail address provided at the time of the order and as soon as payment has been confirmed.

In accordance with article L.213-1 of the French Consumer Code, HOPSCOTCH CONGRES will, for all orders on the Ticketing Portal for an amount in excess of 120€, archive the sales contract concluded with the Buyer for a period of ten (10) years from the transmission of the Ticket(s) concerned.

### **6.2. On-site sales**

All tickets purchased on site will be returned to the Buyer, together with proof of purchase on request.

### **6.3. Archiving**

In any event, in accordance with article L.213-1 of the French Consumer Code, HOPSCOTCH CONGRES will, for any order on the Ticketing Portal of an amount greater than €120, archive the sales contract concluded with the Buyer for a period of ten (10) years from the transmission of the Ticket(s) concerned.

## **7. SPECIFIC CONDITIONS FOR TICKET USE**

**7.1.** The resale/offer to resell or the exchange/offer to exchange a Ticket, even free of charge, is strictly forbidden. Moreover, as the Ticket is nominative, it is non-transferable to a third party. This prohibition does not apply to the transfer or resale of a Ticket by a Buyer to the Bearer of said Ticket.

**7.2.** In the case of a purchase made for one or more Holder(s), the Buyer may transfer the Ticket free of charge to the Holder(s) concerned. Therefore, a transaction can take place if and only if the Buyer resells his Ticket(s) on a personal basis to the Holder concerned and for an amount that does not exceed the Purchase Price and on condition that the Holder accepts the GTC.

- 7.3.** It is forbidden to carry out any promotional or commercial activity in relation to the Tickets without the prior consent of HOPSCOTCH CONGRES. Consequently, and in particular, it is forbidden to:
- For any Ticket Holder or other third party to carry out advertising or promotions in connection with the IDF WORLD DAIRY SUMMIT 2024;
  - For all Ticket Holders to display commercial messages on any medium brought onto the Site, and in particular on their clothing;
  - To carry out promotional activities for any brand,
  - To use the Tickets in any promotion, advertising, fundraising, auction, tombola, for commercial or non-commercial purposes;
  - To use the Tickets as a prize (or part of a prize) in any contest, competition, game of chance (promotional), lottery or sweepstakes;
  - To combine and sell Tickets as part of a package of goods or services; including as part of a travel or accommodation/hotel package (e.g. combined flight-hotel-Ticket).
- 7.4.** The conditions of use of the Tickets are as follows:
- Please note that each Ticket is only valid for the date defined (day Ticket or for the entire duration of the Summit). Cf Article 3.6.
  - Tickets purchased on site cannot be reimbursed, taken back or exchanged, even in the event of loss or theft.
  - To enter the Site, Ticket Holders must scan their Ticket at the Site entrance.
  - Tickets must be presented in paper format. Any scratched, damaged, crossed-out or altered Ticket will be refused.
- 7.4.1** The Ticket Holder will receive his Ticket at the IDF WORLD DAIRY SUMMIT 2024 reception desk. No Ticket will be sent prior to the IDF WORLD DAIRY SUMMIT.
- 7.5.** Once inside the Site, the Ticket Holder must always keep it around his neck using the badge holder provided by the Organizer.

## **8. BEHAVIOR ON THE SITE**

Any behavior by a Ticket Holder that is contrary to articles 8 and 9 of the GTCs will result in the cancellation of his Tickets, without him being able to claim reimbursement for the cancelled Tickets.

- 8.1** For security reasons, Ticket Holders present on the Site, at the request of the accredited personnel in charge of security, must:
- Present their Ticket valid in the name of the Ticket Holder concerned, as well as a piece of identification in order to be able to check their identity;
  - Submit to inspections, palpations and controls as requested. Accredited security personnel are authorized to search a Ticket Holder's clothing and/or belongings upon the Ticket Holder's authorization (in the event of a categorical refusal by the Ticket Holder, access to the Site will be denied);
- 8.2** It is strictly forbidden on the Site to express, disseminate or display objects or messages that may infringe the rights of others, whether xenophobic, sexist, religious, political or otherwise prohibited by law.
- 8.3** The Ticket Holder must comply with all the provisions of the Site's Internal Regulations.
- 8.4** Unless authorized by HOPSCOTCH CONGRES, access to areas of the Site closed to the general public or reserved for accredited personnel or Ticket Holders is strictly

forbidden. More generally, Ticket Holders must remain in the area corresponding to their Ticket.

- 8.5** All intangible elements produced during or resulting from the IDF WORLD DAIRY SUMMIT 2024 may be protected by copyright in accordance with articles L. 111 et seq. of the French Intellectual Property Code. As a consequence of the foregoing, all Ticket Holders present on the Site are formally prohibited from collecting, storing, disseminating, communicating, publishing, delivering and/or making available to any person or third party organization whatsoever, by any means whatsoever and from any location on the Site whatsoever, whether free of charge or against payment, any data, statistics, information, document or fact relating to the IDF WORLD DAIRY SUMMIT 2024 of which they become aware on the Site. In the event of violation of the prohibition set out in this article, the offender may be liable to a penalty, particularly in the case of counterfeiting.
- 8.6** Any Ticket Holder who fails to comply with the above provisions will be subject to the following measures:
- be refused entry to the Site (immediate expulsion),
  - legal action in accordance with applicable legislation.
- The preceding stipulations are without prejudice to any other action that HOPSCOTCH CONGRES may take to obtain compensation for damage suffered.

## **9. GUARANTEES, CANCELLATION AND FORCE MAJEURE**

- 9.1.** HOPSCOTCH CONGRES shall be informed in writing of any case of a defective Ticket, for example where the indication of the name of the Ticket Holder is illegible or non-existent, upon receipt of said Ticket (by email or, in the case of sales on the Site with a print request, upon receipt of the printed version on the Site). Once the Ticket has been delivered to the Buyer, HOPSCOTCH CONGRES cannot be held responsible for the loss, theft, damage, or destruction of the Ticket. HOPSCOTCH CONGRES shall not be held liable for any refund of the Ticket.

As the purchase of Tickets via the Ticketing Portal constitutes a provision of services that must be supplied within a given period, in accordance with the provisions of article L.221-28 of the French Consumer Code, Tickets purchased via the Ticketing Portal cannot be subject to a right of withdrawal.

- 9.2.** HOPSCOTCH CONGRES shall not be held liable in the event of the definitive cancellation, temporary or definitive stoppage or postponement of all or part of the IDF WORLD DAIRY SUMMIT 2024 or in the event of a change of venue due to force majeure, when the cancellation, stoppage or postponement is necessary for reasons of safety, public health or is motivated by a decision of any competent authority. In such cases, HOPSCOTCH CONGRES will not be entitled to any reimbursement, damages or compensation.
- 9.3.** If the IDF WORLD DAIRY SUMMIT 2024 is postponed to a date other than that reserved by the Buyer, the initial Ticket remains valid for attendance at the new date set by HOPSCOTCH CONGRES.
- 9.4.** If the Buyer does not wish to use his/her Ticket on the new date thus set, HOPSCOTCH CONGRES will reimburse the Tickets only upon request sent to [registration@idfwds2024.com](mailto:registration@idfwds2024.com) and solely for the benefit of the Buyer (and not for the benefit of any Bearer(s)). The refund will be made to the card used for the original payment.

- 9.5** In the event that HOPSCOTCH CONGRES decides to cancel or relocate the IDF WORLD DAIRY SUMMIT 2024 scheduled on the Site, at any time whatsoever, any Buyer may also request a refund at [registration@idfwds2024.com](mailto:registration@idfwds2024.com).

## **10. IMAGE AND SOUND RECORDING**

- 10.1.** All Ticket Holders present on the Site expressly authorize HOPSCOTCH CONGRES, or any other individual or legal entity that it may substitute, to capture their image and voice in any form, such as photographs, audio recordings or videos.
- 10.2.** The Ticket Holder who has been the subject of such a recording transfers to HOPSCOTCH CONGRES, free of charge, for the entire world and for a period of ten (10) years from the recording, the right to use said recording for the internal and external communication needs of HOPSCOTCH CONGRES, FIL IDF, FIL FRANCE, CNIEL, exhibiting sponsors and the IDF WORLD DAIRY SUMMIT 2024, in full or in part, incorporated in or associated with all works or elements, by all means of distribution known or unknown to date (such as the Internet), on all media (book, brochure, DVD, etc.) by all processes and in all formats.) by any process and in any format (paper, digital, etc.), for commercial or non-commercial purposes. HOPSCOTCH CONGRES, FIL IDF, FIL FRANCE, CNIEL and exhibiting sponsors may reproduce the footage, communicate it to third parties and adapt it.
- 10.3.** The present Ticket Holder may under no circumstances record, use or distribute a recording of all or part of the Site or a description of the Site for other than private purposes.

## **11. MISCELLANEOUS**

### **11.1. Changes to the GTC**

Before the start of the IDF WORLD DAIRY SUMMIT 2024, HOPSCOTCH CONGRES reserves the right to modify, if necessary, these GTC to guarantee the smooth running of the IDF WORLD DAIRY SUMMIT 2024, to adapt to changes in regulations and legislation and to the development of the Portal.

HOPSCOTCH CONGRES undertakes to inform the Buyer as soon as possible on the first page of the Portal or by email to the email address provided by the Buyer.

In such a case, the applicable GTCs are those in force at the time of validation of the order for the purchase of Tickets via the Portal, in addition to any subsequent modification linked to questions of security or public order which would be brought to the attention of the Buyer after the purchase of the Ticket.

### **11.2. Non-waiver and independent clauses**

The fact that HOPSCOTCH CONGRES does not exercise all or part of its rights with respect to a Ticket Holder under these GTC shall not constitute a waiver of any subsequent exercise of such rights.

Should any of the clauses of the GTC be declared null and void or inapplicable for any reason whatsoever, the other clauses shall nevertheless remain in force.

## **12. CONTACT**

Any request for information or complaint concerning the process of selling or using Tickets must be addressed to the customer service department, which can be contacted by e-mail at the following address: [registration@idfwds2024.com](mailto:registration@idfwds2024.com)

### **13.APPLICABLE LAW - DISPUTE**

The GTC are governed by French law.

In the event of any dispute or litigation of any nature whatsoever in connection with the GTCs, the Buyer is invited to contact HOPSCOTCH CONGRES as a matter of priority to seek an amicable solution by sending his complaint in writing to the following address: [registration@idfws2024.com](mailto:registration@idfws2024.com)

In all cases, including in the event of failure to reach an amicable settlement of the dispute with HOPSCOTCH CONGRES' customer service department, the Buyer is informed of the possibility of resorting to a conventional mediation procedure or any other alternative dispute resolution method. HOPSCOTCH CONGRES has subscribed to the Mediation Service of the Professional Mediation Society via UNIMEV (Union Française des Métiers de l'Événement) whose contact details are as follows: Médiateur-Consommation-smp, 24, rue Albert de Mun, 33000 Bordeaux. The mediator can be contacted directly via this link <https://www.mediateur-consommation-smp.fr/demander-une-mediation/>. The solution proposed by the mediator is not binding on the parties, who remain free to withdraw from the mediation process at any time.

The Buyer may also submit a dispute relating to an online order to the "Online Dispute Resolution" (RLL) platform accessible at the following address: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=FR>.

Any dispute that cannot be settled amicably will be referred to the competent court.