

## REGULATIONS AND CONDITIONS OF PURCHASE (VALID FROM 03/04/2024)

**LoveMed Kacper Szustak** –correspondence address: Ul. Sarnia 2 63-200 Jarocin, NIP: 6172229080, distributing tickets for the LoveMed 2024 congress, which will take place on September 21, 2024 in Warsaw, Hotel Arche Krakowska, Al Krakowska 237. (the location of the event may be changed, however, no later than 30 days before the event date.)

### §1 Definitions

1. **Ticket**-confirmation of the contract concluded by the User ensuring the User's right to participate in the Event organized by the Organizer. The Ticket is subject to one-time verification at the time of entering the Event - it is not possible to re-use the Ticket. B

2. **A proof of purchase**-Ticket or other document confirming the purchase of the Ticket, in particular:

- credit card printout
- email confirmation
- receipt

3. **Working day**-every day, except Saturdays, Sundays and other public holidays.

4. **User Service Department**—a point providing information to Users. Contact with the User Service Department is possible via telephone or e-mail on working days from 9:00 a.m. to 3:00 p.m. Telephone: +48 570 844 460, asia.lovedmed@gmail.com . The fee for calling the User Service Department is consistent with the tariff of the telecommunications operator used by the User.

5. **Party**-any cultural, sports or other event carried out by the Organizer, for which Tickets are distributed via the Sales System.

6. **Order amount**—the amount consists of the ticket price, the transaction fee (if applicable) and the handling fee. The User is informed about the final amount of the order before confirming the order.

7. **Object**-the place where the Event takes place.

9. **Event Partner**-a natural or legal person or organizational unit organizing the Event or offering the opportunity to participate in the Event

10. **Statute**-these Regulations for the distribution of tickets by LoveMed Kacper Szustak via the Sales System.

11. **Facility Regulations**—regulations specifying the rules applicable to Users participating in the Event to be held at a given Facility, available on the website of the Event Partner or Facility.

12. **Sales System**-IT system for the distribution of Tickets used by LoveMed Kacper Szustak, enabling the handling of the ordering process, distribution and collection of Tickets.

13. **User**-any person using the Sales System on the website [www.lovedmed.pl](http://www.lovedmed.pl) and purchasing a Ticket using the Sales System.

## **§2 General provisions**

1. These Regulations apply to the sale of Tickets in the LoveMed system, provided that the Regulations of Partners of individual Events or the Regulations of Facilities may impose additional obligations on Users not specified in these Regulations.
2. LoveMed sells Tickets and related products and/or services on its own behalf as the Organizer
3. The number of Tickets available for sale varies depending on the Event. In some cases, additional Tickets may be made available for sale before the start of the Event.
4. To use the LoveMed offer, you must be 18 years of age.
5. The User is obliged to check whether he has the appropriate operating system, software and device enabling the use of the Sales System. Details regarding technical requirements are presented at the time of purchase.
6. In order to purchase Tickets in the Sales System, it is necessary to finalize the transaction by making a payment within 10 minutes of starting the reservation process. If the reservation is not paid within the specified time, the Tickets return to the pool of Tickets for sale.
7. Each purchase made on the LoveMed website is subject to:
  - these Regulations,
  - specific conditions that may be published on the LoveMed website
  - conditions specified in the Facility Regulations.
8. The conditions relating to the Facility are included in the Facility Regulations available at the entrance to the Facility, on the Facility's premises or on the Facility's website.
9. All purchase transactions are subject to payment card verification and other security measures, therefore the transaction may be invalidated if it does not successfully pass the verification process.
10. Before purchasing a Ticket, the User is obliged to read the Regulations and any additional information available on the website [www.lovedmed.pl](http://www.lovedmed.pl). If the User does not agree with the Terms and Conditions of Purchase and/or other applicable terms or if he cannot comply with any of them, he cannot purchase the ticket.
11. The owner or manager of the Facility where the Event is to be held may specify the Facility Regulations. The Facility Regulations apply to Participants staying at the Facility. The rules for using the Facility will be made available on the website of the Event Partner or Facility.
12. LoveMed reserves the right to cancel a transaction suspected of having been purchased in violation of the provisions of the Regulations. Tickets purchased as part of such a transaction become invalid.

13. Event Partners reserve the right to refuse entry to or remove any person from the Venue on grounds of public safety (including crowdsurfing and moshing), any unacceptable behavior that may cause damage, inconvenience or injury, or for any violation regulations of the Event Partner, in this case such User is not entitled to a refund

### **§3 Login to the Sales System and rules for purchasing a Ticket**

1. To place an order, the user completes the form provided on the website [www.lovemed.pl](http://www.lovemed.pl)
2. LoveMed is not responsible for incorrectly entering data into the Sales System by the User, in particular address data. If the User notices an error in the data provided after confirming the order, he or she should contact the User Service Department.
3. Depending on the provisions of the Organizer's Regulations, the User may purchase the number of Tickets specified on the Event website in accordance with §8 section 1 of the Regulations.

### **§4 Prices and payment methods**

1. Ticket prices may be dynamic and are subject to change during sales. The User is not entitled to receive the difference in the price of Tickets.
3. Payments can be made:
  - via the Przelewy24 website (in accordance with the regulations of this website),
  - using a credit card (Mastercard, Visa) issued in the User's name,
  - using a payment card,

### **§5 Delivery methods**

1. After purchasing Tickets, the user is entered on the list of Participants. LoveMed does not physically ship Tickets.
2. The User should order Tickets as far in advance as possible. If you do not receive Tickets five days before the Event or if participation in the Event requires travel, five days before the start of travel, please contact the User Service Department. The notification must include the order number and the User's personal data.

### **§6 Withdrawal from the contract**

A user concluding a contract through the Sales System, in accordance with Art. 38 point 12 of the Act of May 30, 2014 on consumer rights (Journal of Laws of 2014, item 827), there is no right to withdraw from the contract concluded with LoveMed.

### **§7 Tickets**

1. The ticket is a confirmation of the agreement concluded by the User with LoveMed, ensuring the User's right to participate in the Event organized by the Organizer.
2. The Organizer reserves the right to verify the data included in the list by asking for the identification of the Participants. The Organizer reserves the right to refuse the participation of such a person in the Event for which the Ticket was purchased if the data contained in the list differ from the data of the Ticket holder. The Organizer allows the possibility of changing the personal data of the person who purchased the Ticket. If it is not possible to take part in the event, the Participant may submit the details of the person who will take part in the event instead. In order to make a change, it is necessary to contact us via the contact form on the website [www.lovedmed.pl](http://www.lovedmed.pl) or by contacting the User Service Department

**The data can only be changed once by the reservation owner.**

3. If the event is canceled, postponed to another date or the program is changed, only the original purchaser of the ticket will be entitled to any claims or refund of the sales price. LoveMed undertakes to provide information about the order only to the original purchaser.
4. Tickets are not exchangeable or refundable after purchase.
9. Before purchasing a Ticket, the User is obliged to read these Regulations and detailed information regarding the Event.

**§8 Limitations**

1. Purchasing Tickets for the purpose of resale at a profit or selling them for a profit is illegal and constitutes an offense under Art. 133 of the Petty Offense Code.
2. The ticket cannot be used for advertising, promotional purposes, in competitions or lotteries without the written consent of the Organizer.

**§9 Complaint procedure**

1. All complaints should be reported by the User to the User Service Department via e-mail address [asia.lovedmed@gmail.com](mailto:asia.lovedmed@gmail.com)

Complaints are considered within 14 days from the date of receipt of the complaint. The organizer handles complaints related to the services provided by LoveMed.

2. The Regulations of the Organizer of a given event do not provide for the return of tickets or funds for reasons related to the User.
3. In the event of cancellation of the event, LoveMed will refund the ticket price and all mandatory fees paid when purchasing the ticket to the Customer.
4. In the case of payment by transfer, the funds are returned to the bank account number from which the payment for the ticket was made, unless the Customer indicates a different account number by sending eBilet by e-mail from the e-mail account assigned to the order.

5. In the case of payment by payment card, the funds will be returned to the card account used to pay for the ticket.
6. Refunds for purchased tickets will be made within 14 days from the date of event cancellation.
7. If the date or place of the event is changed and the Customer wishes to return the ticket, eBilet will refund the ticket price and all mandatory fees paid when purchasing the ticket.

#### **§10 Cancellation, change of time, place and program of the Event, refunds**

1. In the event of cancellation, change of the program, time or place of the Event, LoveMed will immediately inform Users about this fact by placing appropriate information on the website [www.lovemed.pl](http://www.lovemed.pl). Additionally, Users may receive this information by e-mail.
3. In the event of significant changes in connection with the Event, in particular a change in the date of the Event or a significant change in the place where the Event takes place, LoveMed notifies the User about such significant changes, providing the new date of the Event, by e-mail to the address provided when purchasing the ticket.

#### **§11 Inquiries and complaints**

1. Any questions or complaints regarding your purchase should be reported to the User Service Department, providing the order number. The order number is in the e-mail received after completing the application form.
2. In the event of any disputes, LoveMed will make every effort to resolve the dispute in a manner that will be satisfactory to all interested Parties.

#### **§12 Liability**

Services ordered by the User independently, including tourist, hotel and accommodation services in connection with the Event, are organized at the User's own risk. LoveMed is not liable to the User for the inability to use these services.

#### **§13 Admission and participation**

1. The entity managing the Facility reserves the right to refuse entry to the Event if the User violates any conditions of the Event or the conditions specified by the Event Partner. The entity managing the Facility may conduct occasional security checks to ensure the safety of Users.

#### **§14 Final provisions**

1. In matters not regulated in these Regulations, the provisions of the Civil Code shall apply.

2. In the event of any disputes with the User, the court competent to hear them is the common court having jurisdiction under applicable regulations.