RollUpEurope Tickets and Events Terms and Conditions

Last updated: 20 October 2026

1. Definitions

1.1 In these Terms and Conditions ("Terms"), "RollUpEurope", "we", "us", "the Organiser" and "our" refer to Cauma Group GmbH (trading as RollUpEurope), a company incorporated in Switzerland under registration number CH-020.4.081.937-7, with its registered address at c/o ExpertFid & Audit SA, Zweigniederlassung Cham, Sinserstrasse 65, 6330 Cham, Switzerland, trading as RollUpEurope.

1.2 "Attendee" means any person who holds or uses a valid Ticket or is registered to attend or attends an Event organised by the Organiser.

1.3 "Customer" means the individual or legal entity that purchases or obtains one or more Tickets, whether for itself or for other Attendees.

1.4 "You" and "your" refer to the Customer or Attendee, as the context requires. A Customer purchasing Tickets for others must bring these Terms and the relevant Event information to the attention of each Attendee.

1.5 "Event" means a conference, summit, meeting or other event promoted or organised by the Organiser and identified in the applicable booking information. "Ticket" includes a paid, complimentary, invited or transferred registration entitling the named holder to admission, subject to these Terms.

1.6 These Terms apply to Ticket purchases, Event registration and attendance only; they do not amend any separate written sponsorship, annual marketing partnership or other commercial agreement between the Organiser and another party.

2. Acceptance of the Terms and Conditions

2.1 The purchase, issue, registration and use of a ticket ("Ticket") for admission to an Event are governed by these Terms in the version made available before the relevant booking. We may update these Terms.

2.2 These Terms will be made available via a clearly accessible link before Ticket purchase or registration and will also be linked on the Event website.

2.3 Before completing an order or Event registration, a Customer will be given a reasonable opportunity to read and expressly accept these Terms. The Customer must ensure that any other Attendees for whom it obtains Tickets are informed of the applicable rules before attending.

2.4 Acceptance of these Terms occurs as follows:

2.4.1 During online Ticket purchase or Event registration, by selecting an affirmative option confirming acceptance before submitting the order; or

2.4.2 For a complimentary, invited or transferred Ticket not issued through an acceptance process, by attending the Event you signify the acceptance of the Terms.

2.5 Venue rules, reasonable safety instructions and terms of a disclosed ticketing provider may also apply ("Additional Terms"). We will make material Additional Terms available where reasonably practicable. If there is an inconsistency, these Terms govern the relationship with the Organiser, subject to mandatory law and the venue's safety and access requirements.

3. RollUpEurope Events

3.1 Responsibilities - Attendees must comply with applicable law, these Terms, reasonable Event instructions and venue safety rules. A Customer booking for guests must communicate these requirements to them. Attendees remain responsible for their own personal effects; the Organiser, its agents, staff, and employees are not liable for

any loss or damage except to the extent directly caused by the Organiser or persons for whom it is legally responsible, or where liability cannot lawfully be excluded.

3.2 The selection, availability and service of any food and beverages are determined by the Organiser and its catering partners and may change. Additional food or beverages requested by an Attendee are at that Attendee's own expense unless expressly included in the Ticket.

3.3 Unless expressly guaranteed in the relevant Ticket description, we do not guarantee minimum attendance, specific attendees or business roles, networking opportunities, speakers or commercial outcomes. Low attendance or a change in attendee composition alone does not entitle a Customer to a refund, without prejudice to mandatory rights or to the cancellation and postponement provisions below.

3.4 We may refuse admission to, or remove from an Event, anyone whom we reasonably consider to be acting unlawfully, unsafely, abusively, discriminatorily or disruptively, or in breach of these Terms or venue rules. We may take proportionate action, including denying further admission. Where removal is justified by the Attendee's breach, no refund is due except where required by mandatory law.

3.5 Attendees must not harass other participants, disrupt presentations, misuse Event credentials, solicit unlawfully, record sessions contrary to communicated Event rules, or endanger people or property. The Organiser may take reasonable security and access measures.

4. Refunds, Cancellations, and Attendee Absence

4.1 Tickets are non-refundable where a Customer or Attendee changes plans, cannot attend for any reason, arrives late or chooses not to use a Ticket, except as expressly provided in these Terms or required by mandatory law. Any statutory withdrawal or cancellation right that cannot be excluded remains unaffected.

4.2 Tickets may not be exchanged or resold without our prior consent. For a business Customer, a Ticket may be transferred to another person within the same organisation by notifying helen@rollupeurope.com of the replacement Attendee's name sufficiently in advance for registration and security checks. Any permitted transferee is subject to these Terms and venue requirements.

4.3 Unless expressly stated otherwise during booking, the Ticket price must be paid in full before admission. The applicable price, taxes, fees and any charges collected by a third-party ticket platform will be displayed before the order is submitted, as required by law.

4.4 Subject to mandatory law, a Ticket is valid only for the Event and category stated on it. Lost, duplicated, invalid or fraudulently obtained Tickets may be refused or cancelled following reasonable verification.

5. Warranties and Limitation of Liability

5.1 We will organise Events with reasonable professional care but do not warrant the accuracy, completeness or usefulness of opinions, presentations or other third-party Event content, or any specific business or financial result. To the extent permitted by applicable law, reliance on such content is at the Attendee's own discretion. Nothing in these Terms excludes an obligation or warranty that cannot lawfully be excluded.

5.2 Attendees should notify us of allergies or dietary requirements during registration, and must ask venue or catering staff about ingredients before consumption. We will take reasonable steps to pass notified requirements to the venue or caterer, but cannot guarantee an allergen-free environment.

5.3 Venue operators and catering providers are independent third parties. The Organiser does not control every aspect of their facilities, hygiene or allergen procedures and does not assume responsibility for them. This also means that complaints or concerns regarding potential food poisoning or allergies should be directed to our catering partners, contactable through us upon request; nevertheless, nothing in these Terms

excludes the Organiser's liability for its own acts or omissions or liabilities that cannot lawfully be excluded.

5.4 Attendees must exercise reasonable care for their own safety, comply with safety instructions and promptly report hazards. The Organiser is not liable for injuries resulting from circumstances beyond our control.

5.5 To the fullest extent permitted by applicable law and subject to clause 5.6, neither the Organiser nor its affiliates shall be liable for indirect or consequential loss, loss of profit, lost business opportunities or expected networking benefits arising in connection with an Event. Subject to the same qualifications, the Organiser's aggregate contractual liability to a Customer or Attendee shall not exceed the price actually paid for that Ticket. This clause does not limit any refund due under section 6.

5.6 Nothing in these Terms excludes or limits liability for unlawful intent, gross negligence, fraud, or death or personal injury to the extent such liability cannot lawfully be excluded or limited, or any other liability or statutory remedy which mandatory applicable law does not permit to be excluded or limited.

5.7 "Force Majeure" means circumstances beyond the Organiser's reasonable control that materially prevent, delay, make unsafe or make unlawful the performance of an Event, including civil disorder, riots, war, terrorism, epidemic restrictions, severe weather, fire, flood, strikes not confined to the Organiser's own personnel, government restrictions, major transport disruption or venue unavailability for reasons beyond our reasonable control. Lack of commercial demand alone is not Force Majeure. We will take reasonable steps to notify affected Customers and mitigate the impact. Section 6 governs the consequences for Tickets.

5.8 Except where required by mandatory law or resulting from a liability that cannot lawfully be excluded, we will not reimburse travel, accommodation, subsistence, lost earnings or other arrangements made by an Attendee in connection with a postponed, relocated or cancelled Event. Attendees should consider appropriate travel insurance.

5.9 The Organiser is not liable for acts or omissions of independent venue operators or damage to personal property except to the extent directly attributable to the Organiser or persons for whom it is legally responsible, or where liability cannot lawfully be excluded.

6. Changes and Cancellations by the Organiser

6.1 We may make reasonable operational changes to Event programmes, speakers, hosts, formats, schedules or venues, including a venue change within the same metropolitan area, provided the overall nature of the Event is not materially diminished. We will communicate material changes as soon as reasonably practicable. A materially different event is governed by clauses 6.2 or 6.3, as appropriate.

6.2 If an Event is postponed, we will notify the Customer as soon as reasonably practicable. A Ticket will remain valid for the rescheduled Event of materially equivalent scope. If the new date represents a material change and the Customer cannot reasonably attend, the Customer may request a refund of the Ticket price within 21 days of notification of the new date. We may offer an alternative Event or credit, but may apply that alternative in place of a refund only if the Customer agrees, except to the extent otherwise permitted by mandatory law. No additional expenses are payable, subject to clause 5.6.

6.3 If we cancel an Event without providing a materially equivalent rescheduled Event, the Customer is entitled to a refund of the amount paid to us for the unused Ticket. We may instead offer a credit or replacement Event if the Customer agrees. No additional expenses are payable, subject to clause 5.6 and mandatory law.

6.4 Where postponement, relocation or cancellation results from Force Majeure, we will not be liable for the failure or delay itself to the extent permitted by law, but will use reasonable efforts to provide a safe rescheduled Event or materially equivalent alternative. The Ticket and refund provisions of clauses 6.2 and 6.3 continue to apply. A replacement Event or credit is not mandatory for the Customer unless permitted by applicable law. We are not responsible for third-party booking fees that were separately

disclosed, charged and retained by the relevant third party, to the extent permitted by law.

6.5 Where a refund is due under this section, we will process it to the original payment method without undue delay and within any mandatory statutory deadline. Refunds are limited to the amount received by the Organiser for the affected Ticket, except where mandatory law provides otherwise.

7. Media and Data Protection

7.1 We may photograph, film, record and livestream an Event, including general crowd and atmosphere images, for Event documentation, editorial reporting and promotion of RollUpEurope and future Events. This is regulated by our Privacy Notice which you consent to upon registration for a Ticket. Prominent individual portraits, interviews or identifiable promotional testimonials will be used where we have an appropriate additional legal basis or permission. Attendees may contact us about a privacy concern or objection; nothing in this clause overrides mandatory rights.

7.2 We process registration, attendance, payment and Event-related personal data to administer and deliver Events, communicate operational information, meet legal obligations and, where lawfully permitted, document and promote Events. The Swiss Federal Act on Data Protection (FADP) and, where applicable, the EU and UK General Data Protection Regulation (GDPR) and other relevant laws apply. Further information, including data subject rights, recipients and any sharing with sponsors, will be set out in our Privacy Notice made available at registration.

8. Governing Law and Jurisdiction

8.1 These Terms and any non-contractual obligations arising out of or connected with them are governed by substantive Swiss law, without prejudice to mandatory consumer-protection provisions or conflict-of-laws rules that cannot lawfully be excluded.

8.2 Subject to mandatory jurisdiction rules protecting consumers and other non-waivable rights, the ordinary competent courts of Zurich, Switzerland, have exclusive jurisdiction over disputes arising from or in connection with these Terms. Nothing prevents an application to a court with jurisdiction for urgent interim protective measures.

9. General

9.1 A failure or delay by the Organiser to enforce any provision of these Terms does not waive that provision or any other right or remedy.

9.2 If any provision is invalid, ineffective or unenforceable, the remaining provisions continue in effect to the extent permitted by law.

9.3 Except where mandatory law provides otherwise, no person who is not a party to the relevant Ticket contract has a right to enforce these Terms.

9.4 The Organiser may use competent contractors, venue operators and ticketing platforms to perform its obligations, without affecting any liability which mandatory law places on the Organiser.

9.5 In case of inconsistency between these Terms and a separately signed sponsorship or annual marketing partnership agreement, that separately signed agreement prevails as between its parties in respect of the subject matter it covers.