

## GENERAL TERMS AND CONDITIONS

### **Service Provider**

Hungarian Association for Dentofacial Orthopedics And Orthodontics

Registered office: 1015 Budapest, Hattyú u. 16.

Postal address: 1015 Budapest, Hattyú u. 16.

Phone: +36 30 9969800, +36 20 9371505

E-mail: [congress@maft.hu](mailto:congress@maft.hu)

Tax number: 19212993-1-41

Account managing bank: K&H Bank

Bank account number: HU05 1040 0205 5052 6966 8978 1004

Hosting Provider name: Hrenko Digital Agency Kft.

Address of the hosting provider: 1095 Budapest, Soroksári út 48.,

Malomudvar, building 11, 4th floor, office 17

E-mail address of the hosting provider: hello@hrenko.hu

These GTC contain the terms and conditions for the use of the service(s) available through [www.hadocongress.com](http://www.hadocongress.com) (hereinafter: Website) by the User (hereinafter: User), the terms and conditions of participation in events organised by the Service Provider (hereinafter: Event), the rights and obligations arising from the legal relationship between the Service Provider and the User resulting from the purchase of the registration package and its use.

These GTC apply to the Service Provider and the User.

- Terms and Conditions of Use

### **Responsibility**

The User may use the Website solely at their own risk and accepts that the Service Provider shall not be liable for any material damage or non-monetary damages arising from the use of the Website.

The Service Provider, with the exception of its liability for any intermediaries it may employ, excludes all liability for the conduct of users of the Site.

The User is fully and exclusively responsible for their own conduct.

The User shall ensure that the use of the Website does not infringe, directly or indirectly, the rights of third parties or the law.

- How to buy a registration package<sup>§</sup>

The registration on the Website operated by the Service Provider requires the following data: name, qualification, seal number, invoicing name (company name), invoicing address, tax number, telephone number, e-mail address, existence of MÁFT membership (its start date).

The basic condition for purchasing the registration package is to enter the data required for registration on the Website operated by the Service Provider after selecting the registration package.

The User can find out about the content and price of the registration packages by clicking on the 'Registration' button.

After selecting the registration package, the User completes the registration process by filling in the form containing personal data and clicking on the 'Submit' button.

The User will receive an e-mail confirmation of the acceptance of the application and the content of the selected registration package, which will include the total participation fee, which the User will pay by bank transfer within the given deadline. The User's registration will become active upon receipt of the participation fee to the Service Provider's account, of which the User will receive a confirmation e-mail.

The User may request the cancellation of their registration by 15 March at the latest by sending an e-mail [congress@maft.hu](mailto:congress@maft.hu).

- Rules for registration and participation in the Event

The User becomes eligible to participate in the Event upon active registration.

Users are only entitled to participate in the Event with a valid Event badge.

Failure to participate in an Event announced by the Service Provider through no fault of the User, or leaving the Event earlier than the end time shall not entitle the User to claim a refund of the registration fee.

The Service Provider is responsible for the performance according to the data provided by the User. The Service Provider may refuse the User's order in justified cases.

The Service Provider shall issue a personalised Event badge to the User based on the data provided during registration.

The Service Provider is responsible for issuing the invoice.

Everyone may visit the Event at their own risk. The conditions and rules of participation in the Event are set out in the house rules of the venue hosting the Event, which are in force at the time, and which the User accepts as binding upon themselves by accepting these GTC.

- **Correction of data entry errors**

The User may correct any data entry errors on the registration page before finalising the order. If everything is correct, you can finalise your registration by clicking on the 'Submit' button. You will receive a confirmation e-mail. If, after sending the completed registration form, you discover any incorrect information, you must notify the Service Provider immediately, but within 24 hours at the latest, by sending an e-mail to [congress@maft.hu](mailto:congress@maft.hu).

- **Invoice**

After a successful purchase, the User will receive an e-invoice to the e-mail address provided by them. If the User does not provide a separate invoicing address, the invoice will be issued to the name and address of the applicant! In the case of a subsequent change of the issued invoice to the name of another recipient, the Service Provider will charge a handling fee of HUF 3,000.

In accordance with the applicable laws, meals and other costs will be itemised separately on the invoice.

- **Right of withdrawal**

The User may request the cancellation of their active registration in writing to [congress@maft.hu](mailto:congress@maft.hu).

In the case of cancellation after 16 March 2024, the Service Provider will not be able to refund the participation fee or the fee for any optional programme ordered. In the case of cancellation between 1 March 2024 and 15 March 2024, 50% of the participation fee and the optional programme fee will be refunded, and in the case of

cancellation before 1 March 2024, 80% of the participation fee and the optional programme fee will be refunded. The User shall be obliged to reimburse the fees for services ordered and not cancelled in writing, even if they were not used. **By transferring the registration fees, the User declares that they accept the above conditions.**

- **Complaints handling method**

The User may submit consumer complaints regarding the Service or the Service Provider's activities to the Service Provider at the contact details provided in these GTC.

The Service Provider shall, if it has the possibility to do so, remedy the verbal complaint immediately. If it is not possible to remedy the oral complaint immediately, or if the User does not agree with the handling of the complaint, the Service Provider shall keep a report on the complaint, which it shall keep for five years, together with the substantive response to the complaint, and shall send it to the User at the latest at the same time as the reply to the complaint.

The Service Provider shall deliver a copy of the minutes to the User on the spot, in the case of a verbal complaint communicated in person, or, if this is not possible, in accordance with the rules applicable to written complaints.

The Service Provider shall examine the complaint received in writing and respond to it in writing within 30 days of receipt of the complaint.

If the complaint is rejected, the Service Provider shall inform the User of the reasons for the rejection.

In the case that any consumer dispute between the User and the Service Provider is not resolved through negotiations, the User shall have the following legal remedies:

- **Initiate proceedings before a Conciliation Board**

If the complaint handling activity has not been to the User's satisfaction or the User's complaint has been rejected by the Service Provider, the User may initiate proceedings before the Conciliation Board of the county (capital) chambers of commerce and industry (hereinafter: Chamber) of the User's place of residence or domicile. The User can obtain information about the chambers' jurisdiction at [www.bekeltetes.hu](http://www.bekeltetes.hu) or via <http://bkik.hu/>.

- **Complaints to the consumer protection authority**

If the User considers that the Service Provider has violated their rights under the law in the course of the complaint handling, the User may contact the district office competent for their place of residence. Contact details of the district offices: <http://jarasinfo.gov.hu>.

- **Initiation of legal proceedings**

- Data protection

The Privacy Notice on the processing of personal data is permanently available on the Website under the menu item PRIVACY NOTICE or via the link below: [www.hadocongress.com/en](http://www.hadocongress.com/en)

- Unilateral modification of the general terms and conditions

The Service Provider is entitled to unilaterally modify these GTC. In case of modification of these GTC, the Service Provider will provide information about the change by publishing it on the website [www.hadocongress.com](http://www.hadocongress.com). The amendments shall enter into force upon publication on the Website.

Date of entry into force of these General Terms and Conditions: 28 January 2024