

TERMS AND CONDITIONS

Service Provider

Hungarian Association for Dentofacial Orthopedics and Orthodontics

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E-mail: hello@hrenko.hu

These General Terms and Conditions (“**GTC**”) govern the use of the services available on www.hadocongress.com (hereinafter: the “**Website**”), the conditions for participation in events organized by the Service Provider (hereinafter: the “**Event**”), and the rights and obligations arising between the Service Provider and the user (hereinafter: the “**User**”) in connection with the purchase and use of registration packages.

These GTC apply to both the Service Provider and the User.

1. Terms of Use

Liability

The User may use the Website solely at their own risk and acknowledges that the Service Provider shall not be liable for any financial loss or non-material damage arising from such use.

Except for liability relating to its own subcontractors or agents, the Service Provider excludes all responsibility for the conduct of users of the Website.

The User bears sole and exclusive responsibility for their own conduct.

The User undertakes not to infringe, directly or indirectly, the rights of third parties or applicable laws while using the Website.

2. Registration Package Purchase Procedure

To register through the Website, the User must provide the following information:

- full name,
- professional qualification,
- professional registration/license number,
- billing name/company name,
- billing address,
- tax number,
- telephone number,
- e-mail address,
- HADO membership status (including commencement date).

Purchase of a registration package requires completion of the online registration form after selecting the preferred package.

The User may review the content and price of available registration packages by clicking the “**Registration**” button.

The registration process is completed by submitting the completed registration form via the “**Submit**” button.

The User will receive confirmation by e-mail regarding acceptance of the registration and the selected package, including the total participation fee payable by bank transfer within the specified deadline.

Registration becomes active only upon receipt of the participation fee in the Service Provider’s bank account. A confirmation e-mail will then be sent.

Cancellation requests may be submitted by e-mail to **congress@maft.hu** no later than **15 July 2026**.

3. Rules Regarding Registration and Participation

Only Users with active registration are entitled to participate in the Event.

Participation is permitted only with a valid Event badge.

Failure to attend the Event due to reasons attributable to the User, or leaving the Event before its official conclusion, does not entitle the User to any refund.

The Service Provider shall perform its services based on the data provided by the User and reserves the right to reject registrations where justified.

A personalized Event badge will be issued based on registration details.

The Service Provider is responsible for issuing invoices.

Attendance at the Event is entirely at the User’s own risk.

Participation is additionally subject to the house rules of the Event venue, which the User accepts as binding by accepting these GTC.

4. Correction of Data Entry Errors

The User may review and correct data before final submission of the registration form.

After clicking “**Submit**”, the User receives confirmation by e-mail.

If an error is discovered after submission, the User must notify the Service Provider without delay, but no later than **24 hours**, via **congress@maft.hu**.

5. Invoicing

Following successful registration and payment, the User will receive an **electronic invoice** by e-mail.

If no separate billing address is provided, the invoice will be issued in the name and address of the registrant.

Subsequent amendment of an issued invoice to another recipient is subject to an **administrative fee of HUF 3,000**.

In accordance with applicable laws, catering and other related costs will be listed separately on the invoice where required.

6. Right of Withdrawal / Cancellation Policy

Users may request cancellation of active registration in writing via **congress@maft.hu**.

Refund policy:

- **Cancellation before 1 July 2026:** 80% refund of participation fee and optional programme fees.
- **Cancellation between 1–15 July 2026:** 50% refund.
- **Cancellation after 16 July 2026:** no refund.

Services ordered but not cancelled in writing remain payable even if not used.

By transferring the registration fee, the User acknowledges and accepts these conditions.

7. Complaint Handling

Complaints related to the Event or the Service Provider may be submitted using the contact details listed above.

Oral complaints will be addressed immediately where possible.

If immediate resolution is not possible, a written record will be made and retained for **five years** together with the written response.

Written complaints will be investigated and answered within **30 days**.

If a complaint is rejected, the Service Provider shall provide written justification.

Alternative Dispute Resolution

Users may initiate proceedings before the competent **Conciliation Board** (“Békéltető Testület”) of the relevant Hungarian Chamber of Commerce.

Further information:

www.bekeltetes.hu

[Budapest Chamber of Commerce and Industry](#)

Consumer Protection Authority

Users may also submit complaints to the competent Hungarian consumer protection authority:

[Hungarian District Offices Information Portal](#)

Court Proceedings

Users retain the right to initiate court proceedings in accordance with applicable law.

8. Data Protection

The Privacy Notice concerning the processing of personal data is continuously available on the Website under the “**Privacy Notice**” menu item or via the relevant direct link published on the Website.

9. Amendment of the General Terms and Conditions

The Service Provider reserves the right to amend these GTC unilaterally.

Any amendments will be published on www.hadocongress.com and shall enter into force upon publication.

**Effective date of these General Terms and Conditions:
31 May 2026**