

## **REGULATIONS FOR VISITORS EXHIBITIONS AND OTHER EVENTS ORGANIZED BY MTP**

### **§ 1**

#### **General Provisions**

1. The Regulations apply to the Visitors of the exhibitions and other events organized by Miedzynarodowe Targi Poznanskie sp. z o.o. with its registered office in Poznan, 60-734 Poznan, ul. Glogowska 14, registered in the National Court Register – Regional Court in Poznan – Nowe Miasto and Wilda in Poznan 8th Economic Division of National Court Register under the number KRS 0000202703 with the share capital of PLN 42,310,200.00 and registered as an active VAT payer - NIP number 7770000488, hereinafter referred to as MTP. The Regulations also apply to the Visitors of the exhibitions / events co-organized by MTP and Partners.
2. The Regulations define the rules for the provision of services to the Visitors, in particular the conditions of (individual or group) entry and the order regulations that apply to the Visitors of the exhibitions and other events organized in the area that belongs to the MTP's registered office in Poznań or in other location, hereinafter also referred to as the event venue.
3. The Regulations are available in the MTP's registered office (at ticket offices and in Visitors' Service Centres), as well as on-line at [www.mtp.pl](http://www.mtp.pl) and on the websites of various exhibitions / events organized by MTP and at [www.mtp24.pl](http://www.mtp24.pl) in the on-line Visitors' Service Centre, in a downloadable and printable form (PDF).
4. Entering the Event venue during the exhibitions and other events constitutes acceptance of the present Regulations by the Visitors as well as a commitment to abide by their provisions.
5. Journalists interested in visiting exhibitions and other events are subject to separate conditions of admission and rules for the provision of services by MTP as defined in the Regulations concerning the accreditation of press, available on-line at [www.mtp.pl](http://www.mtp.pl) and on the websites of particular exhibitions in the on-line Visitors' Service Centre, in a downloadable and printable form (PDF).

### **§ 2**

#### **Admission Policy**

##### **Categories of Visitors**

1. Detailed rules for admission to various exhibitions and other events are determined by MTP and the co-organizers of events, and they are published by MTP on the websites of particular exhibitions / events as well as in the ticket offices and Visitors' Service Centres in the event venue.
2. Detailed rules for admission include, among other things, the information on the date and opening hours of the exhibitions and other events for Visitors, opening hours of ticket offices, types of admission documents for various categories of Visitors, criteria entitling to the purchase of particular admission documents (e.g. the age of children), admission documents' prices, the date, opening hours and route determination addressed to organized groups of Visitors, entitlements resulting from the possession of particular admission documents, deadlines for the registration of Professional Visitors.

3. Admission to the event venue is regulated, and sometimes restricted, depending on the nature of an exhibition / event and its importance, as well as the category of a Visitor, for example through the designation of separate exhibition opening days for Professional Visitors and separate opening days for the general public, the designation of separate exhibition opening days for organized groups of Visitors, restricting a part of the exhibitions for adults only, determining the necessity to fulfil the requirement concerning the compatibility of business or education profile with the theme of an exhibition / event in order to obtain a promotional offer for admission, introducing the requirement of registering groups of visitors (school groups, tours) beforehand. MTP reserve the right to close the sale of the admission documents in such situations as for example when the pool of available admission tickets and/or entry cards to the event venue is sold out, or to temporary stop the sale of admission documents to selected exhibitions / events if there is a risk of overcrowding the event venue in the situation of a very large number of Visitors.

4. Admission to the mass event venue is subject to special regulations and restrictions due to the necessity to ensure the safety of the event participants (including Visitors), and the Visitors need to follow, in addition to these Regulations, the provisions of the mass event regulations. The Regulations of particular mass events organized or co-organized by MTP are available in the MTP's registered office, in the event venue (at ticket offices and in Visitors' Service Centres), as well as on-line at [www.mtp.pl](http://www.mtp.pl) and on the websites of various exhibitions / events organized by MTP and on the websites of particular exhibitions / events, in the on-line Visitors' Service Centre, in a downloadable and printable form (PDF).

5. Admission to the Event venue is only possible on the basis of an admission document which is subject to inspection by MTP (readers of barcodes on admission documents, entrance gates, turnstiles, monitoring), with the exception of free admission cases (no admission document required) stipulated below.

6. If, in connection with the organization of exhibitions / events aimed at the general public, educational, cultural, sports and leisure, etc. objectives are to be accomplished, the admission to some of these events may be free (no admission documents required) for all Visitors, or it may be subject to specific conditions (ticket price lower than usual) for specific groups of Visitors, for example:

a) families with children - on condition that at the MTP ticket office the presence of at least 3 persons related to each other, i.e. children with their parents or guardians, is reported,

b) students of specific faculties and universities, the profile of which is associated with the theme of the exhibitions or other events - on presentation of a student card at MTP ticket office.

7. The promotional offer for admission documents to exhibitions and other industry events is addressed to Professional Visitors, and it can be used after registration as stipulated in § 3 of the Regulations.

8. Discount tickets offer for some exhibitions / events is addressed to organized groups of Visitors, and they can be used after the MTP's acceptance of the group registration as stipulated in § 4 of the Regulations.

9. Admission to exhibitions and other events of guests, i.e. the invited persons, is granted on presenting the invitations obtained by such persons. MTP accept the invitations issued (printed) by MTP and the invitations issued (printed) by MTP's partners (co-organizers of exhibitions / events, media, fair participants - exhibitors), but such invitations are subject to prior approval by MTP.

10. Visitors who have purchased admission documents at the points of sale (ticket offices) in the event venue may obtain an invoice for the duration of the exhibition / event at invoicing points.

The visitors who purchased the admission documents on-line at [www.mtp24.pl](http://www.mtp24.pl) may receive an invoice via the service, using the "Invoices" tab.

The visitors who purchased the admission documents at points of direct sale or on-line through the agency of entities which were commissioned by MTP to sell the admission documents to the event, may receive an invoice directly from such an entity (MTP's partner) from which they purchased the documents on conditions stipulated by that entity (at an invoicing point or on-line).

### § 3

#### **Registration of Professional Visitors**

1. Registration of Professional Visitors is a prerequisite for the use of a promotional offer of admission documents referred to in § 2 Item 7 and defined in the detailed rules of admission stipulated in § 2 Items 1 - 3.
2. Persons representing or appearing in any other way on behalf of legal persons or organizational units and natural persons conducting business activity, whether it is gainful employment or professional career, are authorized to register as Professional Visitors. Persons acting privately, without the relation to business activity, whether it is gainful employment or professional career, are not entitled to register.
3. Professional Visitors representing the industries associated with the theme of the exhibition / event are the only Visitors allowed to register for a particular exhibition or other event.
4. Registration can be done on-line at [www.mtp24.pl](http://www.mtp24.pl) (24 hours a day, in the period approx. 3 months prior to the beginning of a exhibition / event until the last day of an exhibition/event), or at the Visitors' Service Centre in the event venue (during an exhibition / event).
5. Users of the Visitors' Service Centre [mtp24.pl](http://mtp24.pl) are required, prior to the registration on-line, to accept the Regulations of the [mtp24.pl](http://mtp24.pl) service.
6. Registration in the Visitors' Service Centre in the Event venue is made by submitting a company's business card or stamp and completing a registration form, in which the data identifying the person registering as a Professional Visitor need to be provided (i.e., in accordance with Item 2, the so-called professional, and not the private data):
  - a) name and surname,
  - b) position, function, occupation,
  - c) name (company) of the entity / employer / business,
  - d) address of the registered office or place of conducting business activity (country, code and town/city, street),
  - e) contact data: fixed or mobile telephone number, email address, website address (if available),
  - f) tax identification number (NIP) or registration number in the proper register of business activity - in order to confirm the identification,
  - g) type of business (manufacturing, trade, services, etc.),

- h) sectors of activity,
- i) size of the entity / business (number of employees, size of the farm, etc.).

The registration form of a Professional Visitor requires the signature of the person filling in the form.

7. The data to be provided in the registration form should be truthful and consistent with the current state of facts, since only such data guarantee the due performance of the service provider's obligations by MTP. Professional Visitors may apply to MTP to amend or supplement the previously provided data. The request to remove the data reported to MTP in the Visitors' Service Centre before the provision of the service (the sales of admission documents) by MTP is understood as a withdrawal from the agreement by a Professional Visitor and it shall result in the termination of the service by MTP.

If MTP find out that the data provided in the registration form is inaccurate or inconsistent with the facts, MTP have the right to refuse to sell admission documents according to the promotional offer referred to in Item 1

## **§ 4**

### **Registration of Organized Groups of Visitors**

1. The registration of organized groups of Visitors (employees' tours, school groups) is a condition of using the offer for the purchase of an exhibition / event admission documents prepared for such groups as defined in § 2 Item 7 and stipulated in the detailed admission rules referred to in § 2 Items 1 - 4.

2. The group registration form is available on the websites of particular exhibitions / events. Registration of a group tour includes the application of a person representing the tour organizer (e.g. industry chamber) and a list of tour participants including the name and contact details (e.g. e-mail address, phone) of an entity whose employees are the participants of the tour. The minimum number of group members is 10 persons, including the person who is the representative of the group, unless the detailed admission rules stipulated in Section 2 Items 1-4 state otherwise.

3. The school group registration form is available on the websites of particular exhibitions / events. The registration of a school group includes an application of the school / college headmaster and a list of participants including the names and surnames of the members of the group, i.e. pupils or students and their Chaperone/-s. The minimum number of group members is 10 persons, including the person who is the representative of the group, unless the detailed admission rules stipulated in Section 2 Items 1-4 state otherwise. In the case of a large group, for every 20 pupils / students there should be one chaperone.

4. MTP accepts registration forms from schools / colleges whose educational / scientific profile is associated with the industries which fall within the theme of a particular exhibition / event. The applications, regardless of the profile of the school / college, may be accepted by MTP only with relation to some events aimed at the general public if the detailed admission rules provide for such a possibility due to the educational, cultural, recreational and sports, etc. objectives to be accomplished during such events.

5. The registration of organized school groups needs to be first made by fax or e-mail by sending a scan of the signed application stipulated in Item 2 or Item 3, in order to obtain the approval of MTP. The original registration form needs to be provided to MTP, having obtained the approval, directly at the entrance to the event venue on

the day of visiting the exhibitions / event. The original application form is the basis for the application of the offer for admission documents to an exhibition / event referred to in § 2 Item 8 (discount tickets). The method and date of delivery of the registration forms is determined by the detailed admission rules published on the Internet and agreed for particular exhibitions / events, and by the arrangements made with MTP.

6. MTP reserve the right to refuse the approval of a school group application due to: the failure to state reasons for the necessity of visiting the exhibitions / events in the case of non-compliance of the profile of a school / college to the theme of the exhibition / event, failure to respect the date of submitting the applications determined by MTP, organizational possibilities (e.g. the lack of discount entrance tickets, limited access for school groups on the exhibitors' request). For similar reasons MTP may not accept the application of a group tour.

7. MTP confirm the receipt of an application by e-mail, in which they shall accept the date and time of access suggested by a school / college or the organizer of a tour, or they may suggest another date or time of accessing an exhibition / event.

8. The application of an organized group of Visitors accepted by MTP entitles the group members to purchase discount tickets in the number corresponding to the number of the group members. In the case of a school group, the fee for the ticket for the Chaperone is the same as for the pupil / student.

9. For the time of visiting certain exhibitions / events, an organized group, for every 20 persons, may be assigned a Guide by MTP, as well as have a visiting route determined. If groups of fewer than 20 participants are registered, MTP reserve the right to combine various groups, and in the case of a group with more than 20 members - to divide groups and to combine them with other groups. In the case of assigning a Guide to a group by MTP and determining a visiting route for them, the group is required to visit the exhibition following the designated route with the Guide. Assigning a Guide by MTP does not exempt the group Chaperones from their obligations concerning care and taking educative measures etc. in respect of the group members.

10. School / college headmaster/ other organiser registering a group is required to make the pupils / students or others participants and their Chaperone acquainted with the present Regulations. Group Chaperone is responsible for ensuring that the group members follow the regulations stipulated in the further part of the Regulations, and to follow the instructions of the Guide assigned by MTP.

In the case of non-compliance with these Regulations by the Chaperone and members of the group, including the failure to respect the detailed admission rules referred to above in § 2 Item 1-4, failure to comply with order regulations, non-compliance with the instructions of the group Guide, MTP may stop the exhibition / other event visiting tour of all members of the group, without the possibility of its continuation. In such case, the cost of the tickets is non-refundable.

## **§ 5**

### **Invitations**

1. The admission to the exhibitions / events may take place on the basis of invitations issued (printed) by MTP or the invitations issued (printed) by MTP's partners (co-organizers of exhibitions / events, media, fair participants - exhibitors), but such invitations are subject to prior approval by MTP.

2. The invitation entitles its holder or a person invited by name to enter the event venue during the exhibitions or other events, as indicated in the invitation.
3. The invitations distributed by MTP and their partners entitle the visitors to enter the area after their presentation at the entrance to an exhibition / event, or they require the so-called activation, stipulated in detail in Item 6 below. The activation is to confirm that the invited person shall come to the exhibition / event; it is used in order to calculate the number of the invitations used and forms the basis for issuing a VAT invoice by MTP for the sale of the invitations to the partners (e.g. exhibitors).
4. The activation may be completed on-line at [www.mtp24.pl](http://www.mtp24.pl) or in one of the Visitors' Service Centres in the entrance halls of the event venue.
5. Users of the Visitors' Service Centre at [mtp24.pl](http://mtp24.pl) are required, prior to the registration on-line, to accept the Regulations of the [mtp24.pl](http://mtp24.pl) service.
6. Activation of the invitation consists in providing the number of the invitation and completing the registration form in the same way as detailed for the Professional Visitors in § 3 Item 6, i.e. the data that indicate the professional, and not private identity of the person shall be provided:
  - a) name and surname,
  - b) position, function, occupation,
  - c) name (company) of the entity / employer / business,
  - d) address of the registered office or place of conducting business activity (country, code and town/city, street),
  - e) contact data: fixed or mobile telephone number, email address, website address (if available),
  - f) tax identification number (NIP) or registration number in the proper register of business activity - in order to confirm the identification,
  - g) type of business (manufacturing, trade, services, etc.),
  - h) sectors of activity,
  - i) size of the entity / business (number of employees, size of the farm, etc.).

The registration form of a person invited as a Professional Visitor requires the signature of the person filling in it.

## **§ 6**

### **Protection of the Visitors' Data**

1. In order to ensure an adequate level of security of the Visitors' data stored in written or electronic form, MTP shall use all available technical and organizational measures to protect the data against damage, theft or other unauthorized use by third parties.
2. For the proper performance of the contract of sale or issuing an admission document, MTP reserve the right to verify the identity, on the basis of an identity document, of Professional Visitors taking the tickets ordered on-line from the ticket office or MTP Service Centre, as well as the right to verify, on the basis of an identity document or other relevant document, the entitlements of the Visitors to use the promotional offer referred to in § 2 Item 6 of the Regulations.

3. MTP undertake to preserve the confidentiality of all data collected and recorded in the process of registering Professional Visitors, activating the invitations and registering the groups of Visitors, as well as personal data which MTP had access to (without their recording) at the time of presenting the identity documents or other relevant documents by the Visitors in the case referred to in Item 2.
4. The data of the Visitors shall be processed and protected by MTP in accordance with the laws on data protection, in particular in accordance with the Personal Data Protection Act.
5. The data of Professional Visitors provided to MTP in order to conclude agreements concerning the admission to the exhibitions or other events, create a database the administrator of which are MTP, and the database may be used by MTP for direct or indirect marketing. E-mail addresses and mobile phone numbers of Professional Visitors provided in the registration process may be used by MTP, according to the Act on Rendering Electronic Services, in order to send the ordered commercial information by e-mail.
6. If Visitors in the registration process or in the process of activating the invitations provided their data as the data of private persons, i.e. natural persons that do not conduct business activity, whether it is gainful employment or professional career, MTP shall process their personal data only in order to complete the contract, issue the invoice or for the possible complaint-handling procedure or in order to determine the liability as well as for statistical purposes (financial reporting).

## **§ 7**

### **Other Services and Benefits for Visitors**

1. The catalogue of exhibitors participating in the exhibition, Visitor's Handbook, guide or handbook of the exhibition / event may be sold or issued (if their price is included in the price of the admission document to the exhibition) in the MTP ticket offices, Visitors' Service Centres, Exhibition Office, and by the hostesses in the event venue. Precise information is provided by MTP on the websites of particular exhibitions / events.
2. Professional Visitors or guests invited by the exhibitors may receive, along with the admission document, a set of additional services (e.g. access to the VIP area), set out in the offer relating to a particular exhibition / event and presented on the websites of particular exhibitions / events.
3. During trade exhibitions and special events MTP enables the Visitors to obtain information on the protection of industrial property, copyright and combating unfair competition. To do this, a consulting point is arranged in the event venue in which information can be obtained from patent attorneys.
4. In order to facilitate visiting the exhibition and other events, MTP mark the stands of exhibitors in an uniform way, and the plans of the stands location are presented in the halls and in the outdoor areas. At some exhibitions / events MTP make up routes for guided tours for organized groups of visitors.
5. Getting around the event venue is facilitated by a clear, graphic labelling system of the halls and other facilities, as well as making the maps of the Event venue available to the visitors.
6. MTP provide the following payable services for Visitors:
  - a) food and drink (MTPCafe, etc.),
  - b) Xerox services (Fair Office int).

7. During the exhibitions and other events MTP offer the Visitors a cloakroom in the entrance halls, in which, apart from clothing, Visitors may also store their hand or other luggage.

## **§ 8**

### **Order Regulations**

1. Visitors may stay in the event venue only on the dates and hours of exhibitions / events.
2. Certain pavilions, stands or other exhibitions and the passages in the halls and the entrance door to halls may be temporarily closed due to organizational or safety reasons, and at that time they may not be available to Visitors.
3. Taking photographs, filming and making drawings of particular stands and exhibits for commercial purposes requires the prior consent of the stand user, i.e. a participant (exhibitor) of the exhibition or other event. If the activities mentioned above may cause disturbance in the organization and course of the exhibition or other event, MTP shall order to stop such activities.
4. It is forbidden for the Visitors to carry out any commercial, canvassing, advertising, promotion, and agitation activities or cash collections not agreed with MTP, as well as the activities that are in breach of applicable laws.
5. The following prohibitions apply in the Event venue:
  - a) carrying and using weapons, ammunition and pyrotechnics, harmful chemicals, as well as an open fire, which may bring the risk of fire, property damage and a danger to the health and life of people;
  - b) carrying and drinking alcohol and distributing and using narcotic drugs;
  - c) disturbing public order (e.g. loud, aggressive behavior);
  - d) bringing in animals, as well as bicycles, skateboards, etc., unless it is allowed by MTP for some events because of their character (e.g., participation in a dog competition, cycling demonstration);
  - e) smoking of tobacco products in the exhibition halls, conference rooms and other facilities, with the exception of dedicated and specially marked places (cabins for smokers);
  - f) polluting the pavilions and outdoor areas with self-generated waste (drink and food containers, cigarette butts, chewing gum, etc.);
  - g) destroying the infrastructure (e.g. blanketing the walls and floors with advertising materials) and vegetation on the grounds of the MTP and in any other event venue;
  - h) leaning against the elements of the stands, advertising constructions and other elements of interior design.
6. Persons in a state of considerable intoxication or drug intoxication, or trying to bring in alcohol, narcotic drugs or dangerous items shall not be allowed to enter the event venue.
7. In the event of non-compliance with the prohibitions referred to in Item 5 Points, MTP reserves the right to immediately lead Visitors out of the event venue and prevent their re-entry, and, when appropriate, to call the police.
8. It is forbidden to leave any items, including baggage or other property, unattended.

9. The items and substances specified in Item 5(a) as well as any items left unattended on the premises of the MTP or in any other event venue specified in point 8 can be removed or destroyed by the MTP or other special services due to security reasons at the expense of the person leaving the items/substances, unless it is impossible to determine who they belonged to. The MTP shall not be responsible for any of the above. In case it is necessary to evacuate people from the pavilions, the fair premises or an event venue, those leaving the items shall be liable for the costs incurred by the evacuation.

10. Visitors are required to:

- a) respect the marking of the communication routes and zones excluded from the traffic that are subject to fire protection;
- b) dispose of self-generated waste and throw it to the containers located at the entrances to the halls, marked in accordance with the principle of selective waste collection comply with traffic regulations that apply in the traffic area of the event venue;
- c) follow the instructions given by the MTP services for organizational and safety reasons (the need to protect property and ensure the safety of persons present in the event venue), e.g. orders to remove their own items from the communication routes or those regarding the evacuation of people from the pavilions, etc.
- d) follow the instructions provided by fire fighters or other national services during evacuation, rescue or other inspection and identification activities.

11. Children up to the age of 13 may stay in the event venue only under the supervision of adults (parents, guardians).

## **§ 9**

### **Liability and insurance**

1. MTP reserves the right to cancel, shorten or reschedule the exhibitions or other events, and undertakes to inform about such changes on the websites of exhibitions / events sufficiently in advance of their start dates. In the case of a sudden cancellation, shortening and rescheduling the exhibitions / events for reasons beyond the control of MTP, the Visitor who did not manage to use the purchased admission document, is not entitled to compensation, but only to a refund in the amount of the gross price of such a document. The repayment shall be made according to the principles stipulated in § 10 hereinafter.

If the purchased admission document valid for a particular day of the exhibition / event is not used for reasons attributable to a Visitor, its exchange to a document valid for another day is not possible, and MTP shall not provide a refund for such a document.

2. MTP is not liable for damage to Visitors caused by third parties or through the fault of the aggrieved party.

3. MTP shall not be liable for any damage to property of the Visitors caused by force majeure (such as fire, explosion, lightning, gale, flooding) or by third parties, or through the fault of the aggrieved party, with the exception of the liability for items left for safekeeping in the MTP cloakroom, referred to below .

4. MTP is responsible for the items provided to them for safekeeping in the cloakroom (clothing, hand luggage, luggage and others things). MTP do not accept valuables to the cloakroom (jewellery, photographic equipment, etc.). Clothing and other belongings of the Visitors that are not collected from the MTP's cloakroom within 14 days or left outside the cloakroom are considered to be abandoned property.
5. The MTP shall not be responsible for any items (e.g. baggage) left unattended on the grounds of the MTP or in any other event venue. Visitors shall not be entitled to any claims for having the unattended items removed or destroyed by the MTP due to security reasons (real threats or suspicion of danger to the safety of persons and property).
6. The MTP shall not be responsible for any damage incurred by the visitors as a result of not complying with the instructions provided by the MTP services in situations of danger to the safety of persons and property, e.g. as a result of evacuation of people from a fair pavilion.
7. The security measures taken to protect the event venue (technical protection, security services, monitoring) have no influence on the exclusion from liability of MTP for the above mentioned reasons.
8. Visitors are required to secure their property brought to the event venue against possible damage or loss, at their own expense and on their own risk (e.g. keys, documents, hand luggage, laptops, cameras, mobile phones). Visitors should also provide themselves with insurance for any valuables.
9. Visitors are financially responsible for causing / inflicting damage to the property of MTP (damage, loss). Damage assessment is performed by MTP in the presence of a Visitor or the Visitor's representative, which shall be confirmed in an appropriate protocol.
10. The occurrence of any damage to property or to the Visitor needs to be reported to MTP and police station in the fairgrounds immediately after such a damage is noticed, which shall be confirmed in an appropriate protocol.
11. Parents or adult guardians are responsible for the safety of children below 13 years old that are present in the event venue.
12. Visitors making the registration are fully responsible for the veracity and accuracy of the data provided by them, including the consequences of providing incomplete or wrong information, especially e-mail address or NIP number.

## **§ 10**

### **Return of Unused Admission Tickets**

The buyers who did not use the purchased admission tickets to exhibitions or other events due to a sudden cancellation, shortening or postponement of the date of an exhibition / event for reasons beyond the control of MTP, have the right to obtain a refund from MTP, on the following conditions:

- a) a refund for an unused ticket purchased directly at the ticket office of MTP shall be made at the ticket office during its opening hours during the exhibition / event, no later than on the last day of the exhibition / event, subject to reimbursement of the ticket and fiscal receipt (VAT invoice) intact; the refund shall be made immediately, in cash, into the hands of the person concerned;

b) a refund for an unused ticket purchased on-line at mtp24.pl shall be made on the basis of an e-mail sent by the person concerned to reklamacje@mtp.pl or via mtp24.pl no later than on the last day of selling on-line tickets, announced by MTP on the website of the particular exhibition / event or at mtp24.pl; the repayment shall be made by a bank transfer to the bank account specified in the e-mail by the person concerned, within 14 days of receipt of the email by MTP;

c) the return of the ticket purchased in retail outlets or in on-line services owned by subjects to which MTP commissioned the sales of ticket for events aimed at the general public, shall be made by the subjects in the manner and under the conditions established by the subjects.

## **§ 11**

### **Complaint-Handling Procedure**

1. Each Visitor has the right to lodge a complaint related to the performance of the services specified in the present Regulations by MTP.
2. Visitors' complaints shall be made in writing and submitted during the exhibition / event in one of Visitors' Service Centres in the event venue (e.g in the MTP entrance halls) and later, but up to 7 days after the end of the exhibition / event - by e-mail sent to reklamacje@mtp.pl or by mail sent to the address: Międzynarodowe Targi Poznańskie sp. z o.o., Kancelaria, ul. Głogowska 10, 60-734 Poznań, with the note "Complaint".
3. The complaint shall be investigated within 14 days from the date of submission / receipt by MTP.
4. MTP reserve the right to extend the period specified in Item 3 if the investigation of the complaint requires further clarification. MTP shall make every effort to ensure that complaints are investigated as soon as possible after their receipt.
5. The response to the complaint shall be sent by e-mail or by mail to the appropriate address provided by the Visitor.

## **§ 12**

### **Final Provisions**

1. The Regulations are in force since September 5, 2016.
2. MTP undertake to inform of any changes to the Regulations and to publish them in a consolidated form on the Internet at www.mtp.pl and on the websites of particular exhibitions / events sufficiently in advance of the date of the beginning of the exhibitions / events.
3. In matters not covered by the Regulations, legal provisions in force shall apply, in particular the Civil Code.
4. Any disputes arising between the Visitors and MTP, the amicable solution of which is not possible, shall be settled by a competent court of general jurisdiction.
5. For the settlement of disputes with foreign partners, the Polish version of the Regulations shall prevail. The law applicable to the interpretation of the provisions of the Regulations is the law of the Polish Republic.