

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 10, 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 434 256 000 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 the event venue (at ticket offices and in Visitors' Service Centres), as well as on-line at www.grupamtp.pl and on the websites of various exhibitions / events organized by MTP and at www.tobilet.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 of participating in fairs and visiting the fair for press representatives accredited by Grupa MTP and the Press Accreditation issue regulations available on-line at www.grupamtp.pl and on the website at www.grupamtp.pl 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, applicable legal provisions and guidelines of authorities (in particular the Chief Sanitary Inspectorate), 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.grupamtp.pl 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 location is only possible on the basis of an admission document and a document confirming the right to purchase a reduced-price ticket, e.g. a school ID card or indicating age (for persons under 5 years of age). Admission document is subject to inspection (readers of barcodes on admission documents, entrance gates, turnstiles, monitoring), with the exception of free admission cases (no admission document required) as 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: 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 valid student card at MTP ticket office. The above does not exclude obligations arising from applicable laws and the obligation to produce the documents referred to in Item 5 above.
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 or free admission tickets offer for some exhibitions / events is addressed to organized groups of Visitors, and they can be used in accordance with the provisions of § 4 of the Regulations.
9. The Visitors who purchased the admission documents at the points of sale (ticket offices) at the Event venue may receive the invoice during the exhibition or event at the checkout points or after the exhibition or event by completing the form and leaving it at the checkout point, information desk, customer service point during the exhibition or event. The form must be accompanied by the original receipt for the purchase of the documents.
10. The Visitors who purchased the admission documents on-line at www.tobilet.pl may receive an invoice on the terms specified in ToBilet shop regulations available at: <https://tobilet.pl/regulamin-sklepu>.
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).
11. MTP shall accept only the tickets sold by authorized partners which were commissioned by MTP to sell the admission documents (the details on the list of recommended partners can be found on the websites of individual exhibitions or events). MTP shall not be liable for the errors of the documents purchased outside the authorized points of sale. Only the purchase of the tickets from authorized distributors shall guarantee the purchase price offered by MTP. The purchase of tickets from other sources poses a risk of buying a fake, inactive, counterfeit, or reworked ticket, making it impossible for the Visitor to participate in the event without the possibility to claim reimbursement of the ticket from MTP.
12. Authorized partners commissioned by MTP to sell admission documents may add operational costs to the admission documents prices specified on the websites by MTP; MTP has no influence on the fact of adding the costs or their amount, as it is an independent activity of MTP partners.
13. For visitors, MTP also offers admission documents with the possibility of car entry (ticket or invitation). The document entitles its holder to enter the fairgrounds located directly next to the exhibition by car subject to the availability of free parking spaces, and in the absence of free parking spaces MTP shall provide a parking space in the car parks in a different location, e.g. in the PWK car park which is located at Glogowska 11 street (detailed information on alternative car parks is available on the websites of individual exhibitions or events). Due to technical limitations, MTP is not always able to guarantee to each holder of the document allowing car entry to the fairgrounds that it will be possible to enter the area located directly next to the exhibition.
14. MTP may decide to sell admission documents only online.

§ 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.tobilet.pl or on other websites specified by MTP on the sites of specific exhibitions or events (24 hours a day, in the period of approx. 3 months prior to the beginning of an exhibition/event until the last day of an exhibition/event), or at the Visitors' Service Centre in the place of the event (during an exhibition or event).
5. Users of the Visitors' Service Centre at www.tobilet.pl are required, prior to the registration on-line, to accept the Regulations of the service.
6. Registration in the Visitors' Service Centre in the Event venue is made by submitting a company's businesscard 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).
7. To take advantage of the promotional offer addressed to Professional Visitors, the Professional Visitor may provide marketing consents indicated in the registration form.
8. Failure to provide consent does not affect the ability to participate in the exhibitions or events – it merely means the inability to benefit from the promotional offer. In such a case, the Professional Visitor may purchase an admission document at the standard price, in accordance with the terms and conditions posted on the websites of the relevant exhibitions or events. The promotional offer is an additional, optional offer, and its availability does not limit the voluntary nature of marketing consents.
9. The registration form may include the following elements:
 - 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 scope of items on the registration form depends on the exhibition or event and the industry related to the exhibition or event's theme. The Professional Visitor registration form, completed at the Visitor Service Desk at the event venue (during the exhibition or event), requires a legible signature of the person completing it.

10. 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.
11. 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

Organized Groups of Visitors

1. Organized groups of Visitors (in particular groups of employees, schools, or students) may use group tickets at a promotional price, as referred to in § 2, paragraph 8, and in the detailed admission rules referred to in § 2, paragraphs 1-4.
2. Group tickets may be purchased for groups of at least 10 people, unless the detailed admission rules on the websites for a given exhibition or event provide otherwise.
3. In the case of school groups, there must be at least one adult guardian for every 15 students.

4. The price of the ticket for the Guardian is the same as the price of a discounted ticket for a student, unless the detailed admission rules on the websites for a given exhibition or event provide otherwise.
5. Group tickets can be purchased online through sales platforms indicated on the websites of specific trade fairs or events, such as tobilet.pl, directly at the ticket office on the day of the visit, or as otherwise announced on the websites of individual trade exhibitions or events.
6. Purchasing group tickets does not require prior group registration or MTP approval.
7. The promotional offer for group tickets is available while the pool designated for a given trade exhibition or event lasts. MTP reserves the right to impose limits on the number of groups and available group tickets due to organizational constraints or visitor safety.
8. MTP may limit the availability of group tickets for events primarily intended for a specific industry, and – in the case of school groups – for events whose program profile does not align with the educational nature of the visit.
9. The terms and conditions for the use of group tickets, including any limits, prices, sales dates, and detailed admission rules, are published on the websites of individual trade exhibitions or events.
10. School's headmaster / faculty dean / representative of an organizer registering a group is required to make the pupils / students or others participants and their Guardians acquainted with the present Regulations, detailed rules for admission to various exhibitions and other events and especially order regulations. Guardian 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.
11. In the case of non-compliance with these Regulations by the Guardian 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 registered on the website, issued (printed or sent by electronic means) by MTP or the invitations issued (printed or sent by electronic means) 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, as indicated in the invitation.
3. Activation of invitations may be done online according to the instructions on the invitation.

§ 6

Processing personal data of Visitors

1. The administrator of the personal data of the Visitors is Poznan International Fair Ltd., 10 Głogowska street, 60-734 Poznan. MTP obtains personal data of the Visitors directly from them, from persons registering groups of Visitors in accordance with the Regulations of exhibitors or from MTP Partners.
2. MTP may process the following categories of data: Visitor's name, position, function or profession, name (company) of the represented entity or employer, type of business activity, address of registered office or place of business (country, postal code and city, street), contact details: fixed line number or mobile phone number, email address, website address (if any), Tax Identification Number (NIP), type of activity (e.g. production, trade, services, etc.), sectors of activity, size of the entity/activity (number of employees, size of the farm, etc.).
3. The Data Protection Supervisor appointed at MTP can be contacted by e-mail at: iod@grupamtp.pl.
4. Visitors' personal data will be processed in accordance with the conditions set out in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing the Directive. 95/46 / EC (OJ L 119, 4.5.2016, pp. 1-88, GDPR), Polish provisions adopted to enable the application of the GDPR, other applicable laws, these Regulations.
5. The personal data of Visitors shall be processed by MTP for the purpose and within the scope related to the organisation, conduct and settlement of the exhibition or events in accordance with the Regulations, the agreement concluded with the Visitor or generally applicable provisions of law.

6. Providing personal data is voluntary, but failure to provide it makes it impossible to achieve the purposes referred to in section 7, taking advantage of the promotional offer of admission documents to trade fairs and other industry events referred to in section 2 section 7, which can be used subject to registration referred to in section 3 of the Regulations. The basis for the processing of Visitors' personal data is Article 6(1)(b) of the RODO - performance of the agreement concluded with the Visitor (Regulations) and Article 6(1)(c) of the RODO - fulfilment of the legal obligation of MTP, e.g. resulting from tax, accounting, guarantee, warranty, mass event protection regulations.
7. Visitors' personal data may be processed by MTP:
 - i. for the purpose of organizing trade fairs or events, i.e., for the purpose of fulfilling the contract concluded with the visitor, in accordance with Article 6(1)(b) of the GDPR.
 - ii. obligations incumbent on MTP, including those arising from tax, accounting, warranty and guarantee regulations, and the protection of mass events, in accordance with Article 6(1)(c) of the GDPR.
 - iii. to conduct direct marketing, which legitimate interest of MTP in accordance with Article 6 clause 1 f) of GDPR.
 - iv. to conduct statistical surveys regarding e.g. the number of Visitors, which constitutes legitimate interest of MTP in accordance with Article 6 clause 1 f) of GDPR
 - v. to determine, pursue or defend claims, which constitutes legitimate interest of MTP in accordance with Article 6 clause 1 f) of GDPR.
 - vi. in order to ensure the safety of persons and property during trade fairs or events organized by MTP, in particular MTP reserves the right to identify Professional Visitors who collect online admission tickets from the ticket office or service point of MTP on the basis of an ID document, and also the right to verify, on the basis of an appropriate ID, the rights of Visitors (students, pupils) to take advantage of the promotional offer referred to in section 2.6 b) of Regulations, which constitutes a legitimate interest of MTP in accordance with Article 6 clause 1 f) of the GDPR.
 - vii. MTP also uses video monitoring to ensure the safety of persons and property during a exhibition or event organized by MTP, which constitutes a legitimate interest of MTP, accordance with Article 6 clause 1 f) of GDPR, and which may involve processing the image of Visitors,
 - viii. in order for MTP to verify one of the statuses of Visitors referred to in § 2 Item 5 of the Regulations before entering the event venue by presenting by the Visitor (to a person authorised in writing and bound to secrecy by MTP) of an appropriate document confirming the right to purchase a reduced-price ticket, e.g. a school ID card or indicating age in the case of persons under 5 years of age. Data from the documents presented shall not be recorded, archived, copied, scanned or otherwise collected or stored by MTP. MTP shall not share this data available to any external entities. In accordance with the opinion expressed by the President of the Office for Personal Data Protection (see: <https://uodo.gov.pl/pl/138/2088>), the legal basis for presenting the aforementioned document is the explicit consent of the Visitor expressed through the act of presenting the document. Participation in the event, including the presentation of the aforementioned document, is voluntary. However, failure to present the document will result in inability to enter the event venue.
8. MTP may disclose Visitors' personal data to its Partners, as well as entities providing legal services, IT, maintenance, administrative, security, accounting, advertising, postal or courier services.
9. Visitors' personal data shall be kept for the period necessary for the purposes set out in Paragraphs 4-7, in particular during the exhibitions or events organized by MTP, their settlement in accordance with applicable law, complaint procedure associated with exhibitions or events organized by MTP, and then in the period of determining, investigating or securing the claims arising in connection with the implementation of exhibitions or events.
10. However, MTP reserves the right to store the Visitors' personal data in order to establish, pursue or defend claims for the period appropriate for limitation of claims and punishable acts resulting from legal provisions, however for no longer than 10 years from the end of the calendar year in which the exhibition or event took place.
11. Within the limits of the law, the Visitors are entitled to:
 - a) access their personal data processed by MTP,

- b) rectify their personal data processed by MTP,
- c) remove their personal data processed by MTP in cases specified in Article 17 GDPR,
- d) limit the processing of their personal data processed by MTP in cases specified in Article 18 GDPR,
- e) transfer their personal data processed by MTP in a structured, commonly used computer format suitable for machine reading. Visitors may transfer the data to another controller or request MTP to send them to another controller. However, MTP shall do this only if such a transfer is technically feasible. The right to transfer their personal data may be used by the Visitors only for the data that MTP processes on the basis of an agreement with a Visitor or on the basis of a Visitor's consent;
- f) object to the processing of their personal data by MTP in order to fulfil MTP's legitimate interests, in particular for the purpose of direct marketing.

The exercise of the rights referred to above can be done by providing a written request sent to the MTP address or by e-mail to: iod@grupamp.pl.

12. The Visitors are also entitled to lodge a complaint to the President of the Office for Personal Data Protection when they consider that the processing of their personal data by MTP violates the provisions of GDPR.
13. The Visitors may consent to the processing of their personal data for the purpose specified each time in the consent clause, e.g. in order to receive from MTP or their Partners commercial information in the form of a newsletter, e-mail, SMS and MMS, WhatsApp or by phone, as well as in order to have the Visitors' image used on the MTP website or social network. The provision of the aforementioned consents is voluntary and the consents may be withdrawn free of charge at any time. MTP shall process personal data for the purpose referred to in Paragraph 13 until the Visitors' consent to the processing of their personal data for this purpose is withdrawn, without prejudice to the lawfulness of the processing which was based on the consent before its withdrawal. Consent to the processing of personal data for the above purposes shall not be required in order to enter the area of an exhibition or event, but it can be a precondition to use the promotional offer specified Article 3.1 of the Regulations. The consent to the use of the Visitor's image shall not be required if the Visitor's image is only a part of a larger whole (landscape, assemblies, mass events).

§ 7

Other Services and Benefits for Visitors

1. 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.
2. During some 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.
3. 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.
4. 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 MTP premises or other Event venues available to the visitors.
5. MTP provide the following payable services for Visitors: food and drink (MTPCafe, etc.),
6. 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. The event venue, pavilions, stands or other expositions as well as the passageways in the pavilions and the entrance doors to the pavilions may be closed for a short period of time or with limited access, limited to the number of people who can stay in the area at the same time, for organisational or safety reasons and are not accessible to Visitors during this time.
2. 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.
3. 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.

4. 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, except of for consuming alcoholic beverages purchased or served in places designated by MTP or a co-organizer (Partner), which additionally on the premises of Mass Events are subject to restrictions resulting from Article 8a of the Act of March 20, 2009 on the safety of mass events (Journal of Laws of 2018, item 1870, as amended);
- c) distributing and using narcotic drugs;
- d) use of unmanned aerial vehicles (e.g. drones) without the consent of MTP;
- e) disturbing public order (e.g. loud, aggressive behavior);
- f) bringing in animals, unless:

1) it is permitted by MTP during some events due to their character, Information about this fact will be placed on the websites of the selected events. In the case of permitted entry of dogs the following rules shall apply:

- i. depending on the species (breed) - the dogs will remain fastened in appropriate harness/on a leash and with a muzzle on or otherwise secured (in a cage, pet carrier etc.)
- ii. Animals whose species (breeds) are identified as dangerous cannot be introduced into the event areas in particular dogs whose species (breeds) are identified as aggressive on the basis of the Regulation of the Minister of Interior and Administration regarding the list of dogs identified as aggressive (Dz.U. z 2003 r., Nr. 77, poz. 687, ze zm.), i.e., for example american pit bull terrier, Mallorca dog (Perro de Presa Mallorquin), american bulldog, argentinian dog, canary dog (Perro de Presa Canario), tosa inu, rottweiler, akbash dog, anatolian karabash, Moscow watchdog, Caucasian shepherd dog.
- iii. The dogs will be under constant care and control of their owners.
- iv. Dog keepers will immediately remove all waste generated by the animals. The owner of the dog is responsible for the damages caused by the dog.

or

2) when the animal is a guide dog or assistant dog of a disabled person, provided that the Visitor submits a certificate confirming the status of an assistance dog and a certificate of the required veterinary vaccination; assistance dogs must be equipped with a harness. Dog's owner shall be liable for the damages caused by the dog. Dog keepers will immediately remove all waste generated by the animals.

- g) bringing in bicycles, skateboards, etc., unless it is permitted by MTP during some events due to their character (e.g. participation in a show biking).
- h) smoking of tobacco products in the exhibition halls, conference rooms and other facilities, except in designated and specially marked areas (smoking booths);
- i) polluting the pavilions and outdoor areas with self-generated waste (drink and food containers, cigarette butts, chewing gum, etc.);
- j) destroying infrastructure (e.g. blanketing the walls, floors with advertising posters) and vegetation that belongs to MTP;
- k) leaning against the elements of the stands, advertising constructions and other elements of interior design.

5. 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.

6. In the event of non-compliance with the prohibitions referred to in Item 5, MTP reserves the right to immediately lead a Visitor out of the event venue and prevent his or her re-entry, and, when appropriate, to call the police.

7. It is forbidden to leave any items, including luggage or other property, unattended.

8. Items and substances referred to in Paragraph 4 (a) and items left unattended in the area of MTP or elsewhere at the event venue for security reasons may be removed or destroyed by MTP or specialist services at the expense of the person leaving the items or substances unattended, unless it is impossible to determine to whom they belong. MTP shall not be responsible for this. If it is required to evacuate people from

the exhibition halls or fairgrounds or the area of other event, the cost of such evacuation shall be borne by those who left such items unattended.

9. Visitors are required to:
 - a. respect the markings of the passageways and the markings of the zones excluded from traffic that are subject to fire protection;
 - b. comply with traffic regulations that apply in the traffic area of the event venue;
 - c. 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.
 - d. follow the instructions provided by the MTP services for organizational / security reasons (due to the need to protect property and ensure the safety of persons present in the event venue), eg. ordering to remove personal property from passageways, relating to evacuation of persons from pavilions;
 - e. follow the instructions provided by the Fire Service / other state services during evacuations, rescue operations or control and investigative activities.
10. 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). 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. MTP is not liable for the items (e.g. luggage) left unattended at the place of event. Visitors are not entitled to any claims for the removal or destruction of items left unattended carried out by MTP for security reasons (real or suspected threat to the safety of persons and property).
6. MTP is not liable for any damages suffered by Visitors being the result of non-compliance with the instructions issued by the MTP's services in the case of a danger to persons and property, e.g. in connection with the management of the evacuation of persons from an exhibition hall.
7. The security measures taken to protect the place of event (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 place of event against possible damage or loss, at their own expense and on their own risk (e.g. keys, documents, hand luggage, laptops, cameras, mobile phones). They should also insure their valuable things on their own.
9. Visitors are responsible for causing or inflicting damage at the event venue (e.g. damage to MTP property). Damage assessment is performed by MTP, if possible 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 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

1. Visitors 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.
2. The 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.
3. The refund for an unused ticket purchased on-line at tobilet.pl shall be made on the basis of an e-mail sent by the visitor to the address reklamacje@grupamtp.pl via the appropriate service, no later than on the last day of selling on-line tickets (announced by MTP on the website of the particular exhibition Event and on the service websites). The repayment shall be made by a bank transfer to the bank account specified in the e-mail by the visitor, within 14 days of receipt of the email by MTP;
4. The return of the ticket purchased in retail outlets or in on-line services owned by subjects to which MTP commissioned the sales of tickets for exhibitions / events, 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@grupamtp.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 in a Visitors' Service Centre in the Event venue / receipt by e-mail or by mail 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 8th of December 2025.
2. MTP undertake to inform of any changes to the Regulations and to publish them in a consolidated form on the Internet at www.grupamtp.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.