

Participation and cancellation policy

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1. Participation and cancellation policy for in-person events

1.1. Participation and cancellation policy for attendees

Unless stated otherwise in the product description, the contracting party for customers purchasing tickets for in-person events is Conexio-PSE GmbH, Kiehnlestr. 16, 75172 Pforzheim, Germany.

Once we have received your registration, we will send you an email with your registration documents.

1.1.1. Special regulations for attendees with regard to the Covid-19 pandemic

In addition to our regular participation and cancellation policy, the following special contractual provisions shall apply for the duration of the ongoing Covid-19 pandemic (hereinafter: **Special Covid-19 Provisions**). Insofar as these provisions differ in content from the regular participation and cancellation policy, the Special Covid-19 Provisions shall take precedence.

- I. Conexio-PSE GmbH continues to adapt its protective measures for in-person events in accordance with the specifications and recommendations issued by the relevant authorities.

Nevertheless, in-person events may not be able to take place after we have confirmed your registration, for example due to official orders issued to the event organizer or due to general restrictions of in-person events with a view to combating the Covid-19 pandemic (hereinafter: **Covid-19 Restrictions**). In this case, Conexio-PSE GmbH shall have the right to cancel the event and will then immediately send the confirmed attendees an email to inform them that the in-person event cannot be held and has been canceled.

Considering the permanent risk of in-person events needing to be canceled in light of the Covid-19 pandemic, we recommend that you always verify that the cancellation of travel services or accommodation at the venue can be canceled free of charge until shortly before the date of the event. If and insofar as you have nevertheless incurred costs for travel or accommodation with regard to an in-person event canceled by Conexio-PSE GmbH, which you are ultimately obliged to bear (e.g. cancellation fees), you shall be liable for your own travel and accommodation costs in the case of cancellation of the event, unless the event is not canceled due to a Covid-19 restriction (a cancellation shall not be deemed due to Covid-19 restrictions until the Covid-19 restrictions have made the event impossible or unreasonable to organize (e.g. through safety and protective measures that conflict with event itself)).

- II. Conexio-PSE GmbH reserves the right to hold an online event to substitute the in-person event in question. In this case, your registration for the canceled in-person event will then remain valid as registration for the online event that replaces it without any further action on your part. In this case, however, you shall have a special right to cancel your registration free of charge up to 48 hours before the start of the online event. In this case, the attendance fees that have already been paid will be refunded free of charge.

If you do not cancel your attendance of the online event replacing the in-person event,

Conexio-PSE GmbH will issue a voucher in the amount shown in the ticket shop as compensation for refreshments and materials which cannot be provided online. You will automatically receive the voucher within 14 days after the date of the online event. Said voucher is non-transferable and may be redeemed in conjunction with an event organized by Conexio-PSE GmbH within twelve (12) months. This excludes events organized by third parties, where Conexio-PSE GmbH acts as a service provider. An overview of these third-party events is available at <https://www.conexio.expert/dienstleistungen/referenzveranstaltungen>. The voucher cannot be redeemed in cash or by bank transfer. The voucher expires automatically and irrevocably after twelve (12) months; an extension of this period is excluded. The 2021 Conexio-PSE annual pass is excluded from the above provisions.

- III. Conexio-PSE GmbH expressly reserves the right at any time to carry a mandatory rapid test for coronavirus/Covid-19 infection at the entrance to its in-person events. The rapid test generally consists of a mouth swab, is not physically invasive and completely painless. Conexio-PSE GmbH reserves the right to have the rapid test performed in another non-invasive and painless way. As an alternative to the rapid test, participants shall have the right to present an appropriate certificate of health from a doctor or laboratory based in Germany, which is not older than 48 hours at the time of the start of the event.

Only attendees who agree to undergo the test *and* whose test result comes back negative shall be permitted to attend the in-person event. Attendees who either refuse to take the rapid test or who test positive for coronavirus/Covid-19 infection will be denied access to the in-person event in order to protect the health of the other attendees.

Only attendees who have undergone the rapid test and tested positive for coronavirus/Covid-19 shall be eligible for a refund of the attendance fee. **Attendees who refuse to take the rapid test shall not be eligible for a refund of the attendance fee.**

The 2021 Conexio-PSE annual pass shall be excluded from the refund provisions.

Attendees refusing to take the rapid test or testing positive shall not be eligible for any other reimbursements, such as a reimbursement of non-beneficial travel expenses.

Attendees' potential right to claim damages for a false positive test result (or other related rights) shall not be affected by this Section III.

The above-mentioned rapid test procedure shall not affect your right to cancel your attendance of the in-person event and to claim a refund of the attendance fee if you have tested positive for coronavirus/Covid-19 elsewhere. Please inform us by submitting your test results no later than 12 hours before the start of the event.

The 2021 Conexio-PSE annual pass shall be excluded from the refund provisions.

1.1.2. Payment by invoice

The attendance fees shall be due for payment without deduction upon receipt of the invoice. Please transfer the invoice amount before the date of the event. Admission to the event can only be granted if a transaction of payment to the specified bank account has been completed, or proof of payment can be provided.

Conexio-PSE GmbH reserves the right to make any changes for urgent reasons.

1.1.3. Discounts for students

The following provisions apply to student discounts: Students enrolled at an accredited university shall be eligible for the discounted student conference fee. Student discounts shall be granted at the organizers' discretion and proof of status (enrollment certificate or student ID) is required. Students will be sent a link or an email address which they can use to submit a scan of the proof for this purpose. In addition, they must present their original proof document at the door to receive their name badge. Any discounts shall be requested at the time of registration; subsequent discounts will not be awarded.

1.1.4. Cancellation

If the attendee cancels the registration up to 30 calendar days before the start of the event, we will not charge a cancellation fee. Return transfers of attendance fees that have already been paid are subject to a processing fee of €50 plus VAT. In the event of cancellation between 30 and 15 calendar days prior to the start of the event, we will charge a processing fee of €120 plus VAT. If attendees withdraw 14 calendar days or less prior to the start of the event, or in the event of non-attendance without withdrawal, the full attendance fee will be charged, unless evidence of a different amount of damages or expenses is provided. All cancellations must be made in writing. Admission to the event may be transferred to a substitute attendee at any time.

1.1.5. Liability

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

1.1.6. Still photos, videos and sound recordings

Please note that still photos, videos and/or sound will be recorded during the event, which may be published for the purposes of reporting, general public relations and advertising. If you do not consent to the creation and use of such recordings, please indicate this clearly.

Press photographers must obtain permission from the organizers. Photographs and sound recordings not intended for private use are prohibited; exceptions require the written permission of the conference host.

Please note that the audio from digital events such as webinars or the events in their entirety may be recorded for the purposes of public information as well as reporting, general public relations and advertising purposes. The conference organizer cannot guarantee that no pirated copies, screenshots or similar are made by third parties.

Please note the following supplementary information on the participation and cancellation policy for poster presenters, speakers, exhibitors and sponsors as well as for holders of the 2021 Conexio-PSE annual pass.

1.2. Supplementary participation and cancellation policy for poster presenters and speakers

The conference advisory / reviewing committee will evaluate the submitted abstracts and compile a program of lectures and scientific posters from the accepted proposals as well as additional invitations.

All accepted submissions will be published with equal coverage in the (digital) conference documentation / proceedings.

The conference advisory / reviewing committee reserves the right to accept or reject submissions for lectures or posters. Cancellations shall only be admissible for important reasons.

If speakers and poster supervisors of the submissions accepted by the conference advisory committee (one person per accepted submission) are automatically registered as conference attendees, they shall receive an invoice for the discounted attendance fee from Conexio-PSE GmbH.

The complete General Terms and Conditions may already have been included in the call for papers and actively accepted when the submission was uploaded.

Any other agreements for speakers are subject to a separate speaker agreement.

Place of performance and jurisdiction is Pforzheim.

Complete submissions must be uploaded to the conference website by a deadline set and clearly communicated by the organizers and in accordance with the given requirements. Acceptance of the abstract does not guarantee acceptance of the paper for the conference literature / proceedings. All submissions must comply with the guidelines provided by the conference literature publisher and will be subject to a separate scientific review process. This review process includes the possibility of the paper being returned to the authors with a request for corrections/changes, or being rejected. Such corrections/changes shall be returned by the deadline provided, otherwise the paper will be rejected. Further information on the review criteria can be found on the conference website.

1.3. Supplementary participation and cancellation policy for exhibitors

Upon receipt of your registration as an exhibitor at Conexio-PSE GmbH's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the exhibition fee shall be due for payment without deduction upon receipt of the invoice. Participation as an exhibitor at Conexio-PSE GmbH's events will not be permitted until the exhibition fee has been paid.

Any exhibition fee payments made are non-refundable. Costs incurred from non-attendance, premature termination of the exhibition or participation in the event or problems accessing the conference platform shall not be refunded.

Termination of this agreement for any reason shall not affect any accrued rights or claims of either party to this agreement against the other.

A substitute exhibitor may only participate with Conexio-PSE GmbH's express permission.

If the conference cannot take place or is postponed due to events beyond the organizer's control (force majeure), if the conference is canceled by the organizer or if the online platform becomes inaccessible, the organizer may, at its sole discretion, determine and reimburse to the exhibitors the pro rata amount of the exhibition fees received that remains after deducting the costs incurred. In no event shall the amount of reimbursement to the exhibitor exceed the amount of the fee paid.

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The organizers shall only be liable for damage resulting from the violation of contractual obligations caused by gross negligence or intent. Liability shall be limited to the amount of the

order sum from this exhibitor contract. The organizers shall not be liable for non-material damage. Neither party shall be liable or responsible for the actions of the other party in the performance of this agreement, in particular but not limited to any legal, financial or other obligations incurred by the other party in signing this agreement.

Irrespective of the above, the following provisions shall apply until the official public authorities lift the restrictions associated with the Covid-19 pandemic:

In the event of non-attendance without withdrawal, the full exhibition fee will be charged, unless evidence of a different amount of damages or expenses is provided. A substitute exhibitor may only participate with Conexio-PSE GmbH's express permission. If registration is canceled up to 6 weeks prior to the start of the event, we will not charge a cancellation fee.

In the event of later withdrawal, or non-attendance without withdrawal, the full exhibitor fee will be charged.

Should the exhibiting company introduce a short-notice change to its travel policy which was not in place when the exhibition was booked, cancellation will still be possible free of charge after the deadline of 6 weeks prior to the event. In this case, the company must present proof of its new travel policy.

1.4. Supplementary participation and cancellation policy for sponsors

Upon receipt of your registration as a sponsor at Conexio-PSE GmbH's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the sponsorship fee shall be due for payment without deduction upon receipt of the invoice. Participation as a sponsor at Conexio-PSE GmbH's events will not be permitted until the sponsorship fee has been paid. In the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided. Cancellation is not possible.

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The organizers shall only be liable for damage resulting from the violation of contractual obligations caused by gross negligence or intent. Liability shall be limited to the amount of the order sum from this sponsorship contract. The organizers shall not be liable for non-material damage. Neither party shall be liable or responsible for the actions of the other party in the performance of this agreement, in particular but not limited to any legal, financial or other obligations incurred by the other party in signing this agreement.

Irrespective of the above, the following provisions shall apply until the official public authorities lift the restrictions associated with the Covid-19 pandemic:

If registration is canceled up to 6 weeks prior to the start of the event, we will not charge a cancellation fee.

If sponsors withdraw later, or in the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided.

Should the sponsoring company introduce a short-notice change to its travel policy which was not in place when the sponsorship was booked, cancellation will still be possible free of charge after the deadline of 6 weeks prior to the event. In this case, the company must present proof of its new travel policy.

1.5. Supplementary participation and cancellation policy for holders of the 2021 Conexio-PSE annual pass

Holders of the 2021 Conexio-PSE annual pass may register to attend the following events free of further charge:

- Conexio-PSE GmbH's in-person events as published on November 30, 2020:
 - Tagung Zukünftige Stromnetze, January 27–28 and February 3–4, 2021, online
 - PV-Symposium, May 18–20, 2021, Freiburg, Germany
 - BIPV-Forum, May 20, 2021, Freiburg, Germany
 - Symposium Solarthermie und innovative Wärmesysteme, April 27–29, 2021, Kloster Banz, Bad Staffelstein, Germany
 - Forum Neue Energiewelt, fall 2021, Berlin, Germany
 - PV-Wind-Betreiberkonferenz, date TBD, Stuttgart, Germany
 - Tagung PPA (date and location TBD)
- as well as all webinars hosted by Conexio-PSE GmbH in 2021.
- Conexio-PSE GmbH will send you free information or invitations to supplementary offers which are added to this list of events. These constitute a gesture of goodwill from Conexio-PSE GmbH. You shall have no legal claim to events in addition to those listed above.

This generally excludes events organized by third parties, where Conexio-PSE GmbH acts as a service provider and is not the legal organizer. An overview of these third-party events is available at <https://www.conexio-pse.de/dienstleistungen/referenzveranstaltungen>.

1.5.1. Validity

Upon purchasing the 2021 Conexio-PSE annual pass, you will receive a personalized code. Use this code to register free of charge for any of the events listed above via the ticket shop of the event you wish to attend. The code will remain valid for the entire 2021 calendar year and expires on December 31, 2021, regardless of how many events you have attended.

The Conexio-PSE annual pass is non-transferrable.

Annual passholders cancel their subscription up until June 30, 2021, if they have not registered for or attended any of the events by that date. Cancellation or partial refund of the Conexio-PSE annual pass fee is excluded as soon as an event has been attended, or if event registration has not been canceled by the given deadline.

1.5.2. Timely registration for events

Registration for the events listed using the code above is generally free of charge. To allow us and the venue to properly plan for the appropriate number of attendees, we require registration no later than 14 days prior to the event. Anyone who registers late shall not have the right to admission.

Anyone who does not register properly and on time via the ticket shop for an event with a limited number of participants which is sold out shall not have the right to admission.

1.5.3. Prohibition of disclosure of the personal annual pass code/ account blocking in the event of multiple use

Your annual pass code is personalized and non-transferrable, and may not be used by anyone else but you. You shall therefore be responsible for keeping your personal code confidential in order to prevent the inadmissible multiple use of the code.

Should Conexio-PSE GmbH discover misuse, it is entitled to disable your code, void your booked event tickets and thus block access to all further events in 2021.

In this event, a reimbursement of the fee shall be excluded.

2. Participation and cancellation policy for digital events

2.1. Preamble

Conexio-PSE GmbH organizes digital conferences and exhibitions in order to provide attendees, speakers, sponsors and exhibitors with a platform for presenting content, contacting other parties and sharing knowledge.

Depending on the type of event, attendees are given the opportunity to enter virtual rooms to hear speakers' presentations, interact with speakers and other attendees, meet exhibitors in virtual exhibition halls and more.

The following participation and cancellation policy shall apply.

2.2. Participation and cancellation policy for attendees

Unless otherwise stated in the product description, the contracting party for customers purchasing tickets for digital events is Conexio-PSE GmbH, Kiehnlestr. 16, 75172 Pforzheim, Germany.

Once we have received your registration, we will send you an email with your registration documents.

Students enrolled at an accredited university shall be eligible for the discounted student conference fee. Student discounts shall be granted at the organizers' discretion and proof of status (enrollment certificate or student ID) is required. Students will be sent a link or an email address which they can use to submit a scan of the proof for this purpose. Any discounts shall be requested at the time of registration; subsequent discounts will not be awarded.

2.2.1. Prohibition of disclosure of personal attendee access data/ account blocking in the event of multiple use

Your attendee access data are personalized and non-transferrable, and may only be used by one device at any one time (irrespective of the IP address used). You shall therefore be responsible for keeping your personal attendee access data confidential in order to prevent the inadmissible multiple use of attendee access data.

Should your personal attendee access data be used simultaneously on more than one device during the conference, Conexio-PSE GmbH reserves the right to permanently and irrevocably invalidate your personal attendee access data. As a rule, Conexio-PSE GmbH will send a warning message to all users logged in with your personal attendee access data (without being obliged to do so) in order to exclude accidental multiple registrations.

Attendance fees shall only be refunded following an invalidation of your attendee access data if you can prove that you were not responsible for the multiple use.

2.2.2. Payment by invoice

The attendance fees shall be due for payment without deduction upon receipt of the invoice. Please transfer the invoice amount before the date of the event. Conexio-PSE GmbH reserves the right to block your access to the web portal for digital conferences and webinars if your invoice has not been paid.

2.2.3. Cancellation

Registration may be canceled free of charge until 48 hours prior to the start of the digital conference or webinar. Return transfers of attendance fees that have already been paid are subject to a processing fee of €30 plus VAT. If attendees withdraw after this deadline has passed or after the start of the digital conference/webinar, or do not attend the event without canceling, the full attendance fee will be charged, unless evidence of a different amount of damages or expenses is provided. All cancellations must be made in writing. Admission to the event may be transferred to a substitute attendee at any time before start of the conference.

2.2.4. Liability

Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

2.2.5. Video and sound recordings

Please note that video and/or sound recordings of digital events will be made, which may be published for the purposes of reporting, general public relations and advertising.

Press photographers must obtain permission from the organizers. Photographs and sound recordings not intended for private use are prohibited; exceptions require the written permission of the conference host.

Please note that the audio from digital events such as webinars or the events in their entirety may be recorded for the purposes of public information as well as reporting, general public relations and advertising purposes. The conference organizer cannot guarantee that no pirated copies, screenshots or similar are made by third parties.

Please note the following supplementary information on the participation and cancellation policy for poster presenters, speakers, exhibitors and sponsors.

2.3. Supplementary participation and cancellation policy for poster presenters and speakers

The conference advisory / reviewing committee will evaluate the submitted abstracts and compile a program of lectures and scientific posters from the accepted proposals as well as additional invitations.

All accepted submissions will be published with equal coverage in the (digital) conference documentation.

The conference advisory / reviewing committee reserves the right to accept or reject submissions for lectures or posters. Cancellations shall only be admissible for important reasons.

If speakers and poster supervisors of the submissions accepted by the conference advisory / reviewing committee (one person per accepted submission) are automatically registered for the digital conference/webinar, they shall receive an invoice for the discounted attendance fee from Conexio-PSE GmbH.

The complete General Terms and Conditions may already have been included in the call for papers and actively accepted when the submission was uploaded.

Any other agreements for speakers are subject to a separate speaker agreement.

The set-up and design of the information and documents required for the digital poster stand shall be the poster presenter's responsibility. Any graphic design services which may be necessary and which are commissioned shall not be part of Conexio-PSE GmbH service offerings

and must be paid for by the poster presenter. Poster presenters may receive their own digital access to the poster display; in this case, setting up the poster is not part of Conexio-PSE's service offerings and is not part of the agreement. Place of performance and jurisdiction is Pforzheim.

If required, complete submissions must be uploaded to the conference website by a deadline set and clearly communicated by the organizers, in both PDF and Word format and, if requested, in mp4 format.

Acceptance of the abstract does not guarantee acceptance of the paper for the conference literature / proceedings. All submissions must comply with the guidelines provided by the conference literature publisher and will be subject to a separate scientific review process. This review process includes the possibility of the paper being returned to the authors with a request for corrections/changes, or being rejected. Such corrections/changes shall be returned by the deadline provided, otherwise the paper will be rejected. If an extra publication fee is charged, this fee will have to be paid during paper upload and is non-refundable.

Further information on the review criteria can be found on the conference website.

2.4. Supplementary participation and cancellation policy for exhibitors

Upon receipt of your registration as an exhibitor at Conexio-PSE GmbH's digital events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the exhibition fee shall be due for payment without deduction upon receipt of the invoice. Participation as an exhibitor at Conexio-PSE GmbH's events will not be permitted until the exhibition fee has been paid. In the event of non-attendance without withdrawal, the full exhibition fee will be charged, unless evidence of a different amount of damages or expenses is provided. A substitute exhibitor may only participate with Conexio-PSE GmbH's express permission. If registration is canceled up to 2 weeks prior to the start of the event, we will not charge a cancellation fee. In the event of later withdrawal, or non-attendance without withdrawal, the full exhibitor fee will be charged. Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The set-up and design of the digital exhibition booth shall be the exhibitor's responsibility. Any graphic design services which may be necessary and which are commissioned shall not be part of Conexio-PSE GmbH service offerings and shall be paid for by the exhibitor. Exhibitors shall receive their own digital access to the exhibition booth; setting up the exhibition booth is not part of Conexio-PSE's service offerings and not part of the agreement.

2.5. Supplementary participation and cancellation policy for sponsors

Upon receipt of your registration as a sponsor at Conexio-PSE GmbH's events, you will receive a confirmation of registration and an invoice. Unless otherwise agreed, the sponsorship fee shall be due for payment without deduction upon receipt of the invoice. Participation as a sponsor at Conexio-PSE GmbH's events will not be permitted until the sponsorship fee has been paid. In the event of non-attendance without withdrawal, the full sponsorship fee will be charged, unless evidence of a different amount of damages or expenses is provided. Cancellation is not possible. Conexio-PSE GmbH shall only be liable for any property damage or financial loss for which Conexio-PSE GmbH is responsible – regardless of the legal reason – in the case of intent or gross negligence. Place of performance and jurisdiction is Pforzheim.

The set-up and design of the provided digital exhibition booth shall be the sponsor's responsibility. Any graphic design services which may be necessary and which are commissioned shall not be part of Conexio-PSE GmbH service offerings and shall be paid for by the sponsor. Sponsors shall receive their own digital access to the exhibition booth; setting up the exhibition booth is not part of Conexio-PSE's service offerings and not part of the sponsorship contract.