

Ticket Purchase and Return Policy

§ 1 Definitions

1. **Event** – Hoofscare 2026 Conference
2. **Organizer** – Konik (nie)Bujany. Natalia Szczęch, Łabędzie 100, 78-500 Drawsko Pomorskie. Tax ID (NIP): 6792829710, Business Registration Number (REGON): 526970777
3. **Participant** – a natural person who is at least 18 years of age and has full legal capacity; a legal entity; or an organizational unit without legal personality but capable of acquiring rights and assuming obligations on its own behalf, which has properly registered for the Event by the required deadline and purchased a ticket.
4. **Payment** – the fee specified on the website www.hoofscare.pl/konferencja2026
5. **Ticket** – confirmation of registration for the Event and payment for participation in it.
6. **Conference banquet** – an informal event held in the evening on the first day of the conference.
7. **GDPR** – Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016, on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

HOOFS CARE

§ 2 General Provisions

Patryk Bas

1. The provisions of these rules and regulations apply to the event organized by Konik(nie)Bujany. Natalia Szczęch, titled “Hoofscare 2026 Conference”
2. A ticket must be purchased to attend the Event. Tickets can be purchased at www.hoofscare.pl/konferencja2026
3. In order to purchase a ticket to attend the Event, the Participant must read and accept these terms and conditions. Acceptance of these terms and conditions is voluntary; however, failure to accept them will prevent the purchase of a ticket.
4. To purchase a ticket, you must review the Privacy Policy and the information regarding the processing of personal data.
5. The participant agrees to provide accurate and truthful personal information when purchasing a ticket.

§ 3 Terms and Conditions for Contract Formation and Payment

1. The contract is concluded at the time the ticket is purchased and the funds are credited to the Organizer's bank account. The contract remains in effect until the end of the Event.
2. The Organizer allows the Participant to choose a payment method from among the following: a) payment via online banking, processed through the tpay.com payment system. Electronic payments, including credit card payments, are processed by tpay.com and handled by the following payment operator: Krajowy Integrator Płatności S.A., ul. Św. Marcin 73/6, 61-808 Poznań, NIP: 7773061579, REGON: 300878437, KRS: 0000412357, share capital: 5,494,980 PLN, fully paid up. b) online payment by credit card via Stripe Sp. z o.o., with its registered office in Warsaw at ul. Ludwika Waryńskiego 3A. Tax ID (NIP): 7011062474, KRS: 0000937028, REGON: 520642121.
3. If the Customer chooses to pay via the tpay.com payment system, by clicking the "Buy and Pay" button, the Customer expresses their intention to enter into a distance contract and reserves a ticket for the Event. Clicking the "Buy and Pay" button constitutes an order with an obligation to pay and serves as confirmation of the purchase. The Customer is then redirected to tpay.com. Once the Organizer receives confirmation from tpay.com that the Customer has completed the payment, a confirmation is sent to the email address provided by the Customer during the booking process. The Customer receives a ticket booking confirmation and an e-ticket sent via email as a link or attachment. The ticket does not need to be printed.
4. If the Customer chooses to pay online using a credit card, by clicking the "Buy and Pay" button, they express their intention to enter into a distance contract and reserve a ticket for the Event. Clicking the "Buy and Pay" button constitutes an order with an obligation to pay and serves as confirmation of the purchase. After completing the payment via the method indicated on the website, the customer receives an email thanking them for the payment and confirming that the payment has been processed.

§ 4 Invoicing

1. Participants who wish to receive a VAT invoice must select this option when purchasing a ticket. The invoice will be sent electronically to the email address provided on the registration form.

§ 5 Policy on Canceling Participation in the Event and Refunds

1. Pursuant to Article 38(12) of the Act of May 30, 2014, on Consumer Rights (PL), a Participant who is a consumer is not entitled to withdraw from a distance contract, as the contract concerns services related to an event taking place on a specified date or during a specified period.
2. A participant who, for any reason, is unable to attend the conference may transfer their spot to a designated person no later than 3 days before the event begins. To transfer a spot, the participant must notify the organizer by sending an email with the relevant information and the new participant's details to konferencja@hoofscare.com

§ 7 Responsibilities of Each Party

1. The organizer reserves the right to cancel or reschedule the Event.
2. Participants will be notified of any rescheduling or cancellation of the Event via the email address provided and on the website at www.hoofscare/konferencja2026. In the notification regarding the rescheduling of the Event, the Participant is asked to confirm their attendance at the Event on the new date. If the Event is rescheduled, the Participant has the right to withdraw from participation and receive a refund of the payment made. The Organizer reserves the right to change the speakers or the Event program, and will notify Participants of any such changes.
3. The organizer is not liable for items left unattended by participants, unless such liability arises from mandatory provisions of law.
4. The organizer is not liable for any issues resulting from the participant's incorrect entry of information when purchasing a ticket.
5. Participants are required to comply with the safety rules, health and safety regulations, and fire safety regulations in effect at the venue where the Event is being held. The rules for using the venue are available on the website <https://www.sanio.eu/o-nas/regulaminy>
6. The event organizer provides each participant (included in the ticket price) with:
 - a) Admission to all lectures or to lectures and workshops, depending on the type of ticket purchased.
 - b) refreshments during coffee breaks and lunch breaks
 - c) attendance at the banquet on the first day of the conference
 - d) Certificate of Participation – sent electronically after the event concludes

§8 Complaints

1. Participants may submit complaints regarding the Event to the Organizer in writing to the Organizer's registered office address or electronically via email to the address: konferencja@hoofscare.pl
2. Complaints may be filed within 7 days of the end of the Event.
3. The complaint should include the Participant's identifying information, mailing address or email address, and the grounds for the complaint, along with a justification.
4. Complaints will be reviewed within 14 (fourteen) business days of the date they are received by the Organizer. In justified cases, the deadline for reviewing a complaint may be extended, provided that the complainant is informed of the ongoing investigation and the expected date of the final response.
5. The User will be notified of the outcome of the complaint process in the same manner in which the complaint was filed, or in a manner consistent with the User's instructions.

§ 9 Final Provisions

1. The text of these terms and conditions is available on the website: www.hoofscare.pl/konferencja2026/regulamin_zakupu_biletow via a link provided on the page, where Participants can download it.
2. The Organizer reserves the right to amend these rules and regulations only for valid reasons, in particular changes in the law or organizational or technical changes related to the organization of the Event. Such amendments shall not affect the Participants' acquired rights.
3. In the event of any changes to these rules, the Organizer will immediately notify registered Participants. Notification will be sent via email to the address provided during registration and by publishing the updated rules on the website at: www.hoofscare.pl/konferencja2026/regulamin_zakupu_biletow
4. If a Participant does not agree to the new terms and conditions, they are required to notify the Organizer of their withdrawal from the Event by emailing the Organizer at: konferencja@hoofscare.pl
5. The participant acknowledges that during the Event, his or her image may be recorded in the form of photographs and video recordings taken by the Organizer for documentary, promotional, and marketing purposes related to the Organizer's activities.
6. With respect to Participants who are not consumers, the court with local jurisdiction is the common court with jurisdiction over the Organizer's registered office.
7. A participant who is a consumer may use the out-of-court complaint resolution and claim enforcement procedure before the Permanent Consumer Arbitration Court at the Provincial Inspectorate of Trade Inspection in Warsaw. Information on how to access the aforementioned dispute resolution procedures can be found at the

following address: www.uokik.gov.pl, under the “Consumer Dispute Resolution” tab.

8. The organizer shall not be liable for any failure to perform or improper performance of obligations under these rules and regulations caused by force majeure.
9. In matters not covered by these Terms and Conditions, the provisions of generally applicable law shall apply, including the provisions of the Civil Code and, with respect to consumers, the provisions of the Consumer Rights Act (PL)

