

GENERAL TERMS AND CONDITIONS (GTC) FOR PROFESSIONAL TRAINING AND CONTINUING EDUCATION EVENTS AT PARACELSUS MEDICAL UNIVERSITY SALZBURG – PRIVATE FOUNDATION (PMU)

[As of: November 25, 2025]

1. SCOPE

These General Terms and Conditions apply to all professional training and continuing education events ("events") offered by *Paracelsus Medical Private University Salzburg – Private Foundation (PMU)* as the organizer on the Eventjet event platform.

The version of these GTC available at the time of booking is authoritative.

Bookings are made via the external ticket platform *Eventjet*, operated by *Datascroll Eventsupport GmbH*, which is solely responsible for the technical processing (ticket sales, registration, payment, shipping). The division of responsibilities between the contracting parties resulting from this is described below:

2. CONTRACTUAL RELATIONSHIP AND DISTRIBUTION OF ROLES BETWEEN THE CONTRACTING PARTIES

2.1 PLATFORM PROVIDER

"Eventjet" is the name of the online ticket platform operated by *Datascroll Eventsupport GmbH*. *Datascroll Eventsupport GmbH* exclusively provides the technical infrastructure for ticket sales, registration, payment processing, and the dispatch of electronic tickets. The terms and conditions and data protection provisions of *Datascroll Eventsupport GmbH* apply in this regard.

Datascroll Eventsupport GmbH is not the organizer, is not an agent in the legal sense, and does not assume any performance obligations in connection with the event. It therefore does not become a contractual partner of the participants with regard to the event service.

2.2 ORGANIZER

The contract for participation in a PMU continuing education or training event is concluded exclusively between the participant and *Paracelsus Medical Private University Salzburg – Private Foundation as the organizer* ("participation contract").

The contract is concluded by completing the online booking process on Eventjet and ends with the complete provision of the agreed event service. Entries can be corrected at any time before completing the booking process.

The contract text is not stored by PMU; participants receive a booking confirmation by email.

All rights and obligations arising from this contract – including revocation, cancellation, rebooking, performance, warranty, and liability – exist exclusively vis-à-vis *Paracelsus Medical Private University Salzburg – Private Foundation (PMU)*.

3. SERVICE DESCRIPTION & RESERVATION OF CHANGES

SERVICE DESCRIPTION

The essential features of the event – content, format, duration, location, date, requirements – are specified in the respective announcement on Eventjet and/or on our website

[\[https://www.pmu.ac.at/\]](https://www.pmu.ac.at/).

The exact scope of services is determined exclusively by the event description at the time of booking. Any supplementary documents are for explanatory purposes only and are not part of the contract.

CHANGES TO THE CONTENT OF THE EVENT

The organizer reserves the right to make objectively justified changes to the program, adapt the content, or replace speakers, provided that this does not significantly alter the overall character of the event.

4. PRICES AND PAYMENT

All prices include statutory taxes and duties, unless expressly stated otherwise.

Payment shall be made exclusively via the payment methods offered by Eventjet.

The service or transaction fees of Datascroll Eventsupport GmbH displayed during the ordering process are services provided by the platform provider and are not part of the participation agreement with the organizer. The amount and refund of these fees are governed exclusively by the terms and conditions of Datascroll Eventsupport GmbH.

5. PROHIBITION ON TRANSFERRING PARTICIPATION RIGHTS

Without the consent of the organizer, the transfer or assignment of the right to participate to third parties is not permitted, in particular because participation is regularly associated with personalized certificates or other personal evidence.

If a suitable replacement person is to be named due to the participant being unable to attend, the procedure set out in section 7.2 (Rebookings) of these General Terms and Conditions must be followed. The replacement person must meet the requirements for the respective event.

6. RIGHT OF WITHDRAWAL UNDER THE FAGG

The events offered by PMU are not leisure services within the meaning of Section 18 (1) (10) FAGG. Therefore, consumers are entitled to a 14-day right of withdrawal pursuant to § 11 FAGG.

The withdrawal must be declared to PMU in writing only:

Contact/Department: Veranstaltungs- und Kongressmanagement der PMU

Email address: [event@pmu.ac.at]

Postal address: Paracelsus Medizinische Privatuniversität – Privatstiftung
Veranstaltungs- und Kongressmanagement
Strubergasse 21, 5020 Salzburg, Austria

To meet the deadline, it is sufficient to send the notice of withdrawal in good time. A sample notice of withdrawal can be found in the appendix.

6.1 CONSEQUENCES OF WITHDRAWAL

In the event of a withdrawal in accordance with the FAGG, all payments made by the customer to the organizer will be refunded.

Any fees charged by the platform provider will be handled in accordance with their own terms and conditions.

This applies regardless of whether the fees are shown by the platform provider in the order process or included in the ticket price.

6.2 EXPIRATION OF THE RIGHT OF WITHDRAWAL FOR DIGITAL CONTENT

In the case of purely digital learning content or online courses, the right of withdrawal may expire prematurely if the customer expressly agrees that the service will begin before the expiry of the withdrawal period (§ 18 (1) (11) FAGG). This is done by means of a separate consent in the booking process.

7. CANCELLATIONS AFTER THE EXPIRY OF THE WITHDRAWAL PERIOD

7.1 CANCELLATIONS BY PARTICIPANTS

The organizer grants the following cancellation conditions:

- Up to 60 days before the start of the event: free cancellation.
- 59 to 15 days before the start of the event: 50% refund of the ticket price.

- Up to 14 days before the start of the event: no refund of the ticket price.

In the event of cancellation, the following costs will be deducted from the refundable amount:

- any platform fees charged by Datascroll Eventsupport GmbH,
- any bank charges,
- a processing fee of
€20 (for tickets up to €200) or
€50 (for tickets over €200).

The processing fee covers the administrative costs associated with cancellations.

7.2 REBOOKINGS

A rebooking to a replacement person ("name change") is possible up to 1 working day before the start of the event (provided that the replacement person meets the necessary requirements).

A processing fee of €20 (for tickets up to €200) or €50 (for tickets over €200) will be charged for each rebooking. The processing fee covers the administrative costs associated with rebookings.

The transfer to a substitute person is subject to organizational and legal feasibility.

8. CANCELLATION OR CHANGE OF DATE OF THE EVENT BY THE ORGANIZER

The organizer reserves the right to cancel or postpone events for important reasons (e.g., illness of the speaker, insufficient number of participants, force majeure, or other unforeseeable events).

A minimum number of participants is required for an event to take place. If this number is not reached, the organizer may cancel the event or offer an alternative date.

Cancellation:

In the event of cancellation, the ticket price will be refunded in full. Further claims shall only exist in accordance with mandatory statutory provisions.

Postponement:

In the event of a postponement, participants may choose to

- attend on the alternative date or
- withdraw from the contract and receive a refund of the ticket price.

LIMITATION OF LIABILITY:

There shall be no further claims for damages—in particular for travel or accommodation costs—unless mandatory statutory provisions dictate otherwise. The organizer shall only be liable for slight negligence in the event of a breach of essential contractual obligations.

9. EXCLUSION OF PARTICIPANTS BY THE ORGANIZER

The organizer may exclude participants from the event for important reasons, in particular in the event of behavior that jeopardizes safety or gross violations of staff instructions.

In such cases, there shall be no entitlement to a refund of the ticket price.

10. USE OF EVENT DOCUMENTS

Documents, presentations, scripts, and other materials provided during the event are protected by copyright. They may only be used for the personal use of the participants and may not be reproduced, distributed, or made publicly available, even in part, without the prior written consent of the organizer.

Transfer to third parties, even free of charge, is not permitted.

11. PHOTO, VIDEO, AND AUDIO RECORDINGS DURING THE EVENT

During the event, the organizer or persons commissioned by the organizer may take photos, make video recordings, or make audio recordings for the purposes of documentation and public relations work for PMU.

Participants who do not wish to appear in such recordings may notify the organizer or the responsible staff on site at any time; in this case, consideration will be given within the scope of organizational possibilities.

The recordings will be used exclusively for the purposes of PMU's information and public relations work.

Participants may only take their own photos, videos, or audio recordings with the express consent of the organizer.

12. HOUSE RULES / SAFETY RULES

Participants must comply with the safety, hygiene, and house rules applicable at the event venue and follow the instructions of the organizer or the staff responsible on site.

The organizer is entitled to exclude participants from further participation for important reasons, in particular in the event of behavior that jeopardizes safety or gross violations of staff instructions.

13. LATE ARRIVAL

Late arrival at an event does not entitle the participant to a reduction in the fee or to an extension or repetition of the event service. The organizer is not obliged to make up for missed event content or to make it available individually.

14. LIMITATION OF LIABILITY FOR THE USE OF THE EXTERNAL PLATFORM

Liability for technical malfunctions or failures of the Eventjet platform is excluded, as these are beyond our control.

The provisions of *Datascroll Eventsupport GmbH* apply exclusively to registration, payment, access to tickets, or support requests in connection with the platform.

15. CONTACT & COMPLAINT MANAGEMENT

Contact: Veranstaltungs- und Kongressmanagement
Phone number: +43 662 2420-80115
Email address: event@pmu.ac.at
Postal address: Paracelsus Medizinische Privatuniversität – Privatstiftung
 Veranstaltungs- und Kongressmanagement
 Strubergasse 21, 5020 Salzburg, Austria

The organizer is subject to the legal quality requirements of the Private Universities Act (PrivHG) and is a member of the Austrian Private Universities Conference (ÖPUK). There is no submission to external voluntary codes of conduct within the meaning of § 4 (1) Z 6 FAGG.

16. DATA

The organizer processes participants' personal data exclusively in accordance with the General Data Protection Regulation (GDPR), the Data Protection Act (DSG), and the Telecommunications Act (TKG).

The processing is carried out for the purpose of registration, organization, implementation, and billing of the respective event, including the issuance of participation confirmations, certificates, and other personalized evidence.

Data processing on the Eventjet ticket platform is carried out by Datascroll Eventsupport GmbH as an independent controller within the meaning of the GDPR. Datascroll Eventsupport GmbH's own data protection provisions apply to processing by Datascroll Eventsupport GmbH.

Personal data will only be passed on to third parties if this is necessary for the fulfillment of the participation contract or if there is a legal obligation to do so.

Further information on data processing by PMU, in particular on storage periods, data subject rights, and contact details for the data protection officer, can be found in PMU's privacy policy at:
<https://www.pmu.ac.at/datenschutzerklaerung/>.

17. APPLICABLE LAW & PLACE OF JURISDICTION

Austrian law applies, excluding the referral provisions of international private law, insofar as this does not violate any mandatory consumer protection provisions.

For legal action taken by the organizer against consumers, the legal place of jurisdiction pursuant to § 14 KSchG (Consumer Protection Act) applies. For legal action taken by consumers against the organizer, the participant may choose any place of jurisdiction provided for by law.

18. SEVERABILITY CLAUSE

Should individual provisions of these GTC be or become invalid or unenforceable, the validity of the remaining provisions shall remain unaffected. The invalid or unenforceable provision shall be replaced by a provision that comes closest to the economic objective of the original provision.

19. WRITTEN FORM & LANGUAGE VERSION

Amendments and additions to these GTC must be made in writing. This does not apply to communications that are legally permissible in text form (e.g., by email).

The organizer reserves the right to amend these GTC for future events; the version valid at the time of booking shall remain authoritative.

The General Terms and Conditions are provided in German. Only the German version is authoritative.