

# General Terms for Events

General terms for participation at events organised by or in cooperation with Norwegian Energy Partners (hereafter: NORWEP). The word *events* are here used as a collective term that includes, but is not limited to, seminars, webinars, workshops, conferences, delegation trips and meetings organised by NORWEP.

## 1. Contract Documents

Participants are required to read and familiarise themselves with the general terms in this agreement between the participant and NORWEP.

## 2. Registration/Participation Eligibility

Events may be exclusive to NORWEP partners or open to both partners and non-partners. NORWEP reserves the right to decline participation to non-partners at any time for any reason.

## 3. Registration

- Registration is considered completed and binding after registration and payment (or registration only for free events) of the event on our website. A receipt will be sent to the participant at the e-mail address specified.
- Registration is binding and these terms are accepted until cancellation is received (see section 6).
- Personal details (name, email address phone number, title etc.) provided when registering for an event, will be stored in our customer relationship database until the event is finished, and thereafter, until you wish to opt out.
- NORWEP might record webinars which will be shared with the participants.
- When NORWEP is arranging an event in cooperation with a co-host, NORWEP will share participation info as name and email address with the co-host.
- See our Privacy Policy regarding why we collect personal information and your choices and rights.

## 4. Price

The event fee covers only the services described in the event program. NORWEP reserves the right to increase/lower the fee in the case of changes in taxes/fees, misprints or expenses due to situations outside the control of NORWEP. Information about changes to the cost will be sent/published as soon as possible and no later than 14 days prior to the event. Participants may cancel their registration free of charge if the increase exceeds 10% of the advertised cost.

Services beyond those mentioned in the program are the participant's own responsibility. In order to receive partner rates on events with different rates for partners and non-partners, NORWEP participants must log in before signing up and paying for the event.

## **5. Payment**

Upon registering for an event on our website, payment is required. A registration fee of 6% will be added to all events to cover administration and registration costs.

## **6. Cancellation of Participation**

If you cancel up to 15 days before the event, you will receive a full refund of the participation cost, excluding the registration fee. Cancellations made between 14 to 3 days before the event will result in a 50% refund of the participation cost, excluding the registration fee. For cancellations made 2 days prior to the event or if you do not attend, no refund will be issued. All cancellations must be submitted in writing and sent to the person(s) responsible for the event or to [norwep@norwep.com](mailto:norwep@norwep.com).

## **7. Interruptions**

If a participant needs to cancel their participation during an event after it has started, NORWEP is not responsible for any additional costs related to the cancellation. Participants are not eligible for a refund of any portion of the cost.

## **8. Cancellation of event**

NORWEP may cancel an event in the case of force majeure, insufficient registration, or the like. When an event is cancelled, NORWEP is obligated to, if possible, notify the participants without delay. If an event is cancelled, the entire participation cost will be refunded. Participants are not entitled to compensation for financial or non-financial losses beyond this.

## **9. Changes**

NORWEP will always try to carry out the event as closely as possible to the program, but changes may occur. NORWEP will, if possible, inform participants about any significant changes before the start of the event. In case of substantial changes, participants are entitled to withdraw from the event within a reasonable time period and receive a full refund.

## **10. Complaints**

The person responsible for the event should be notified immediately about any complaints. A written notice and any claims should be sent to NORWEP as soon as possible and at least within 14 days after the event has ended.

## **11. Photographs and Media**

Photos may be taken of participants at events organised by NORWEP. These images may be used in NORWEP's publications, website or other media related to our activities. If you wish to opt out of being photographed, you must inform us about this upon registration or before the event begins.

## **12. Sharing of Information**

At events that are organized in cooperation with others, registration information (name, email, position, company) could be shared with our co-organiser(s).

## Contact Information Norwegian Energy Partners

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