

TERMS & CONDITIONS

1. Scope and validity

The following General Terms of Business apply to the incoming international delegation (April 7–9, 2025) to Denmark, in connection with visits to Danish companies and the Pavilion Powered by Denmark by Danish Energy Export at the WindEurope Annual Event 2025, unless otherwise agreed in writing.

2. Services

Danish Energy Export shall provide the services according to Danish Energy Exports event page: “Navigating Denmark’s Wind Energy Landscape”: <https://www.energyexport.dk/events/tour-windeurope-annual-event-2025/>. We reserve the right to make necessary changes and updates to the program.

The service shall be provided as agreed in detail in relation to scope, content and price.

3. Fees and terms of payment

All prices are in Euro (EUR). The terms of payment are immediate by direct credit card payment. If immediate by direct credit card payment is unsuccessful, your booking is unregistered and non-existing.

Danish Energy Export reserves the right to cancel all types of events in case of an insufficient number of participants.

4. Cancellations

A: We reserve the right to cancel the participation of any individual participant from the tour if we, or our cooperating partners, determine that their participation is inappropriate or presents a conflict of interest due to competitive considerations. In such cases, the participant will receive a full refund, regardless of the timing of the event.

B: If a customer cancels their participation in export promotion campaigns, exhibitions, delegation visits, seminars, meetings etc., the customer is liable to pay a penalty as follows:

– cancellation before the 1st of February 2025: 75% of the event price

– cancellation after the 1st of February: 100% of the event price.

In the event that Danish Energy Export cancel one of the tours, affected participants will be offered a seat on an alternative tour, if available. If no alternative is available, the participant will receive a full refund of 100%

Expect 5-10 days working days for refund payout.

5. Amendments to and participation terms for export promotion campaigns

With particular regard to export promotion campaigns, Danish Energy Export reserves the right, if required by circumstances, to make amendments to the program, including changing a physical event to a virtual event and vice versa.

It is the responsibility of the participant to take out the necessary insurance to cover their own products before, during and after the event, as well as during transportation.

Participation in events arranged by Danish Energy Export takes place at the customer's own risk.

We acknowledge the receipt of your request for a Letter of Invitation for consular and visa services in connection with your registration for a personal visitor pass to the WindEurope Annual Event. However, we assume no responsibility for the process or outcome related to the acquisition of a visa or consular services using the Letter of Invitation, nor do we take any responsibility for your ability to reach the tour's starting point.

Your personal details will be handled in accordance with our privacy policy and applicable data protection regulations. By providing your information, you consent to the use of your name, title, company, and country information for inclusion in the delegation list, and for sharing with our partners and Danish companies involved in the event. Additionally, you consent to receive marketing information, program updates, and any necessary documents from our partners.

Please note that photographs will be taken throughout the program for internal use and marketing purposes. If you do not wish to be photographed, it is your responsibility to inform the tour operating person at the starting point of the tour.

It is the responsibility of the primary registrant to ensure that all registered participants are informed of and provided with the applicable terms and conditions

6. Liability

Compensation claims brought against Danish Energy Export may never exceed the agreed fees by virtue of the actual agreement entered into between Danish Energy Export and the customer.

Danish Energy Export shall not provide compensation for any indirect losses, operating losses, etc. No compensation shall be provided for printing errors, incorrect translations, etc.

Danish Energy Export cannot be held liable for delays or deficiencies caused by incidents beyond the control of the affected parties, including, but not limited to: Force majeure cases such as natural disasters, industrial disputes, fire, war, mobilization or unforeseen military mobilization, general shortage of materials, import and export bans, shortage of transportation, civil unrest or delays/faults in deliveries by subcontractors.

To the extent that Danish Energy Export and the customer use electronic communication (e-mail, text messages, websites, etc.), Danish Energy Export assumes no responsibility and cannot be held liable for the security of this communication.

7. Disputes

Any dispute arising between the parties based on the understanding of this agreement and/or these terms of business which cannot be resolved amicably shall be settled according to Danish law by arbitration, unless the aggrieved party chooses to take the matter to the ordinary courts in Denmark. The legal venue in which case shall be Danish Energy Export's home court. An arbitration case must be conducted pursuant to "the Rules of Arbitration Procedure of the Danish Institute of Arbitration".