

Terms and Conditions of EMENDO Event + Congress GmbH & Co. KG

1. Scope of application

These General Terms and Conditions (hereinafter "Terms and Conditions") apply to the purchase of tickets for "Bosch ConnectedWorld 2026" (hereinafter "Event" or "Online Event") from EMENDO Event + Congress GmbH & Co. KG, Riedstraße 25, 73760 Ostfildern, Germany (hereinafter "Ticket Seller"). The Event is organized by Robert Bosch GmbH, Robert-Bosch-Platz 1, 70839 Gerlingen-Schillerhöhe, Germany (hereinafter "Organizer"). The Ticket Seller sells the tickets as a commission agent on behalf of the Organizer.

1.1. A purchase contract for the attendance of the Event is only concluded between the respective Participant (hereinafter referred to as "Participant") and the Ticket Seller by purchasing a ticket or registering for the Event on <https://www.bcw-tickets.com>.

1.2 The Participant provides assurance that they are of legal age at the time of registration, as far as they are a natural person.

1.3 The Event is run for business people only, as per section 14 of the German Civil Code (BGB, *Bürgerliches Gesetzbuch*). Thus, no consumers as defined in section 13 of the German Civil Code (BGB) will be accepted as Participants.

1.4 The responsibilities of the Ticket Seller must be clearly separated from those of the Event Organizer. The Organizer is responsible for the content of the Event, this also applies to the management of all trades involved. Furthermore, the Ticket Seller has no influence on the entire technical infrastructure (for the execution of the Event as well as the Online Event).

2. Subject matter of the contract and conclusion of the contract

2.1 The Ticket Seller provides information about the Event, the ticket price and the available payment methods.

2.2 The Ticket Seller submits an offer to conclude a purchase contract via the information provided in section 2.1. The Participant accepts the offer to conclude a purchase contract by clicking the "complete purchase" button at the end of the registration process. This also applies if the Participant does not subsequently select any of the specified payment methods in the payment section. The effective acceptance of the offer by the Participant is subject to the Participant having completed all mandatory fields of the registration form (each marked with an "*") and having accepted these Terms and Conditions including the Data Protection Notice, and the Terms and Conditions and the Data Protection Notice of the Organizer. Immediately after conclusion of the contract and selection of the payment method, the Participant will receive a confirmation e-mail about the conclusion of the purchase contract. The Participant is obliged to inform the Ticket Seller if they have not received this confirmation e-mail or have not received it in time.

2.3 The Ticket Seller is entitled to cancel an order of the Participant (unilateral right of withdrawal) if the Participant violates certain conditions set by the Ticket Seller, which were displayed during the pre-sale phase, or if the Participant attempts to circumvent these conditions. A declaration of withdrawal can also be made by implication, by repayment of the amounts paid. The provisions of section 350 of the German Civil Code (BGB) shall not apply.

2.4 The following statutory provisions on contractual obligations in electronic commerce (section 312i of the German Civil Code (BGB)) do not apply when ordering a ticket:

- i. Provision of adequate, effective and accessible technical means by which the customer can identify and correct input errors before placing their order, section 312i(1) sentence 1 no. 1 of the German Civil Code (BGB);
- ii. The clear and comprehensive transmission of the information referred to in Article 246c of the Introductory Act to the German Civil Code (*Einführungsgesetz zum Bürgerlichen Gesetzbuch*) to the customer in good time before the customer sends the order, section 312i(1) sentence 1 no. 2 of the German Civil Code (BGB); and
- iii. The immediate confirmation of receipt of the order by electronic means to the customer, section 312i(1) sentence 1 no. 3 of the German Civil Code (BGB).

3. Total purchase price and payment modalities

3.1 The total purchase price for a ticket may exceed the stated ticket price in individual cases. The total purchase price is calculated from the price per ticket stated by the Ticket Seller plus any fees that may be incurred, in particular in the case of payments from abroad. If fees or currency differences are incurred during payments, these shall be borne by the Participant. The ticket price shall also include the respective sales tax amounts.

3.2 The full purchase price is due for payment immediately after confirmation of purchase via the "complete purchase" button and can be paid via the online payment methods offered (PayPal or credit card).

3.3 If the Participant cancels the payment process but has already completed the registration by clicking the "complete purchase" button, the registration and the resulting payment obligation shall remain valid.

3.4 If the Participant does not fulfill their payment obligation, the Ticket Seller is entitled to cancel the ticket purchase. The processing costs in the amount of 25% of the total invoice amount and, as of May 10, 2026, 100% of the total invoice amount per transaction shall be borne by the Participant. However, the Participant is permitted to prove that the Ticket Seller incurred lower costs or no costs at all.

3.5 Payment via invoice is only permitted in exceptional cases and must be reported to the Ticket Seller. If fees or currency differences are incurred in the case of payments by bank transfer from abroad, these shall be borne by the Participant.

4. Dispatch, loss and reissue of tickets

4.1 The Ticket Seller will make the ticket for the onsite Event available as a download via the Participant's account (hereinafter "MyBCW Account") and inform the Participant thereof by e-mail, shortly before the Event. To be able to download the ticket, the Participant must have paid the ticket price in full before the Event. Participants who have booked participation in the Online Event will receive access via their MyBCW Account at the start of the Online Event.

4.2 Agreements to the contrary (e.g. tickets are held for pick-up at the Event location) are only possible in deviation from the procedure stated in 4.1 after prior agreement with the Ticket Seller.

4.3 It is the Participant's responsibility to check whether the ticket provided to them for download is correct, so they can arrange for a correction by the Ticket Seller in good time before the start of the Event.

4.4 The tickets provided for download are personalized and intended only for the Participant personally; transfer and multiple redemption of the ticket is prohibited and technically impossible.

5. Ticket refunds

5.1 If the Event is cancelled or delayed due to circumstances beyond the Ticket Seller's control (Force Majeure) or due to Events not caused by intent or gross negligence on the part of the Ticket Seller, the Ticket Seller shall not be liable to the Participant for any damages, costs or losses incurred, such as transportation costs, accommodation costs, costs for additional orders, pecuniary losses, etc. The general Terms and Conditions of the Organizer apply.

5.2 Should the Participant not be able to attend the Event, a substitute person can be named at no additional cost by sending an e-mail to contact@bcw-tickets.com no later than May 27, 2026.

5.3 All cancellations by the Participant must be sent via e-mail to contact@bcw-tickets.com. Credit notes can be downloaded by clicking on the "Download invoices" button in the Participant's MyBCW Account. Payment of cancellation fees will be made to the account listed on the cancellation invoice in the event that a claim has arisen. Existing credit balances will be refunded within 14 days after written receipt of the requested account details/IBAN (via e-mail to contact@bcw-tickets.com). Alternatively, credit will be refunded via the payment method originally used by the Participant.

The following cancellation fees apply:

Written receipt of cancellation:

Percentage of fee to be charged:

Until May 09, 2026: 25% of the ticket price.

From May 10, 2026: 100% of the ticket price

Cancellation fees are compensation provisions, which are not taxable and therefore do not show sales tax.

5.4 The regulations stated in 5.2. and 5.3. also apply to accidental and/or double registrations.

5.5 In the Event of a successful cancellation, the Ticket Seller shall refund the amount to be refunded to the Participant within 14 days of written receipt of the requested account details (via e-mail to contact@bcw-tickets.com). Alternatively, the credit will be refunded via the payment method originally used by the Participant. The ticket loses its validity immediately upon successful cancellation.

5.6 Any fees or currency differences arising for refunds to a foreign bank account shall be borne by the Participant.

5.7 Unforeseen events that prevent the Participant from attending the Event are not considered a reason for free cancellation. The Ticket Seller does not take any responsibility for the no-show of Participants.

6. Liability and warranty

6.1 The Ticket Seller shall be liable for damages resulting from injury to life, body or health caused by a breach of duty by the Ticket Seller or a legal representative or vicarious agent.

6.2 The Ticket Seller shall also be liable for damage caused by intent or gross negligence on the part of the Ticket Seller or a legal representative or vicarious agent, as well as for damage caused by the absence of a quality to which the Ticket Seller has committed itself.

6.3 In the event of a breach of cardinal contractual obligations due to simple negligence, the Ticket Seller's liability shall be limited to the amount of the foreseeable damage typical for the contract. Cardinal contractual obligations are, in the abstract, obligations whose fulfillment makes the proper execution of the contract possible in the first place and on whose compliance the contractual partners may regularly rely.

6.4 Liability under the Product Liability Act shall remain unaffected.

6.5 Any further liability for damages, in particular strict liability, is excluded. The Ticket Seller and its vicarious agents shall also not be liable for interruptions of any kind caused by circumstances beyond their control. This applies in particular to a failure or interruption of telecommunication lines or the power supply.

6.6 The limitation period for claims for damages against the Ticket Seller is one year, with the exception of the cases specified in clauses 6.1, 6.2 and 6.4.

6.7 All claims of the Participant regarding the Event, in particular in connection with cancellation, cancellation of the Event, changes to the date or program, changes to the line-up or errors and defects, shall be governed by the provisions of the Terms and Conditions of the Event Organizer.

7. Data protection

7.1 The Ticket Seller stores the data of the Participant in a secure database for the purpose of processing the contract, in particular to create an e-ticket and a name badge, as well as for calculating the fees.

7.2 Furthermore, the Participant's data shall be passed on to the Organizer Robert Bosch GmbH for the purpose of conducting the Event. You can access the Robert Bosch GmbH privacy statement via the following link: <https://bosch-connected-world.com/data-protection-notice>

7.3 External services will be integrated for the processing of payment transactions; no credit card or payment data will be stored by the Ticket Seller.

7.4 In all other respects, the data protection provisions of the Organizer and the Ticket Seller shall apply.

8. Final clauses

8.1 Unless otherwise agreed, the Participant may transmit all declarations to the Ticket Seller by e-mail or by letter addressed to the Ticket Seller. The Ticket Seller may send declarations to the Participant to the e-mail address the Participant specified in their order.

8.2 These Terms and Conditions shall apply exclusively to all ticket purchases processed via the registration website in the relationship between the Ticket Seller and the Participant. The inclusion of Participant's Terms and Conditions is expressly rejected.

8.3 Should individually provisions of these Terms and Conditions be or become invalid, this shall not affect the validity of the remaining provisions. The contracting parties undertake to replace such an invalid provision with a valid provision whose content comes as close as possible to the intended economic purpose of the invalid provision. The same shall apply to loopholes in the contract.

8.4 The place of fulfillment is the registered office of the Ticket Seller.

8.5 The place of jurisdiction is, as far as is legally permissible, the registered office of the Ticket Seller.

8.6 German law shall apply, excluding application of provisions regarding conflicts of law and of the United Nations Convention on Contracts for the International Sale of Goods (CISG), which has been incorporated into German law.

Dated: December 2025

EMENDO Event + Congress GmbH & Co. KG