



General Terms and Conditions for Events of the University of Zurich dated 11.11.2021

Subject

These General Terms and Conditions for Events of the University of Zurich (hereinafter "GTC Events UZH") apply to the purchase of a ticket (against payment or free of charge) by a person (hereinafter "Customer") via the event portal www.ema.uzh.ch of the University of Zurich (hereinafter "Event Portal") and the corresponding services of the University of Zurich (hereinafter "UZH"). UZH acts as the organizer of the events.

"Events" according to these GTC Events UZH are events published by UZH on the Event Portal. According to these GTC Events UZH, "tickets" are electronically designed tickets as well as participation links for online events.

If these GTC Events UZH are made available in different language versions, the German version shall prevail in the event of contradictions.

Ticket purchase

UZH enables the purchase of tickets via its Event Portal for events which are organized by UZH. The offer is non-binding, can be changed at any time and without special notification, and is considered an invitation to the Customer to make an offer. The Customer registers for an event by entering the requested data in the online form. By confirming the information, accepting the GTC Events UZH and clicking on "Register", the Customer submits a binding offer to conclude a contract. The contract is not concluded until UZH sends the registration confirmation and the ticket or participation link. UZH may limit the number of tickets per Customer.

Delivery of tickets

After successful registration or payment, the Customer will receive the ticket in the form of a participation link for online events or in electronic form as a QR or Aztec code for on-site events by e-mail to the e-mail address provided. When purchasing a ticket for on-site events, the corresponding code will also be displayed on the website. There is no entitlement to postal delivery. The Customer must ensure that their (mobile) devices meet the necessary technical requirements and must be able to present the ticket in digital or paper form at the entrance to on-site events.

The Customer may not reproduce, copy, imitate or modify the ticket purchased. The Customer must keep the purchased ticket in a safe place.

The Customer is prohibited from reselling the tickets for commercial purposes.

Prices

All prices are inclusive of value added tax (if applicable) and in Swiss francs (CHF). The prices are non-binding and UZH reserves the right to change the prices stated on the Event Portal at any time and without special notice.

UZH will provide the service at the agreed price.



Terms of payment

For paid events, payment is possible by credit card (Mastercard/Visa), PostFinance E-Finance, PostFinance Card or TWINT. Payment is made via an offer of PostFinance. If no payment is made during the time frame specified by the payment system, the registration process will be automatically cancelled. UZH reserves the right to change the payment options without further notice. The Customer will be redirected to a PostFinance website for payment.

Data protection

UZH uses and processes the data collected within the scope of these GTC UZH Event (first name, last name, e-mail address, possibly AAI identification/SWITCH edu-ID and other additional questions if available) for the processing of services according to these GTC Events UZH.

When purchasing a ticket, additional data such as information on the means of payment is also required, which must be provided on the PostFinance page for payment processing. When paying for tickets via the PostFinance offer, the Customer's data is stored in encrypted form by the software provider Wallee AG, Winterthur in the data cloud of Amazon Web Services EMEA SARL, Luxembourg (subsidiary of Amazon Web Service Inc., USA) on its servers in Ireland and checked by the web application firewall (WAF) of Cloudflare Inc., USA. In order to check the data for malware, the WAF must decrypt it at short notice. This is a mandatory PCI (Payment Card Industry) requirement, which serves to protect the data. Abroad, the data decrypted in the WAF control process is no longer subject to the Swiss Data Protection Act and banking secrecy, but to the European General Data Protection Regulation (GDPR) or other applicable legal systems. UZH receives the information about the selected payment method, but no further payment information about the selected payment method.

In all other respects, reference is made to the UZH privacy policy, available at the following link:
www.uzh.ch/en/privacy

UZH regulations

By purchasing a ticket, the Customer accepts the safety, age and other admission regulations of UZH. The Customer is responsible for compliance with these regulations; in the event of non-compliance, participation in the event may be refused or excluded. In this case, there is no right to a refund.

Return and refund

UZH decides on the possibility of returning and refunding a ticket. The possibility and conditions are determined for each event and are listed in each case in the event description on the Event Portal. In the event of a refund, the amount paid will be credited back to the means of payment used to purchase the ticket. The ticket loses its validity when the credit is issued. Only the original Customer is entitled to a refund according to the aforementioned conditions. If an event is postponed to another date, the ticket is automatically valid for the postponed date.



Recording of sound and images

The recording of sound and images during an event is not permitted, unless otherwise specified.

Force majeure

Should the event be cancelled or postponed by UZH due to force majeure (i.e. an external event that could not be foreseen and averted in time even with reasonable care, such as epidemics or pandemics, natural disasters, terrorist attacks, failure of telecommunication links, strike, official or non-official measures, etc.), the contract between the Customer and UZH remains valid in principle. UZH will decide on a case-by-case basis whether to postpone the event or allow a return or refund. If UZH decides in favor of a return or refund, this will be made in accordance with the section above ("Return and refund").

Warranty and liability

UZH endeavors to provide access to the Event Portal without interruption. However, UZH does not guarantee that access to the Event Portal is possible at all times or that its functions are available at all times, and rejects liability due to downtimes accordingly. Likewise, UZH is not liable for damages resulting from transmission errors or other defects, or in general for damages incurred by the Customer due to the use of the Event Portal. In cases of misuse when purchasing tickets, UZH is not liable for any consequences. As far as permissible, the liability of UZH is limited to direct damage in cases of gross negligence and intent.

Applicable law and place of jurisdiction

Swiss law is applicable to contracts concluded with UZH. The United Nations Convention on Contracts for the International Sale of Goods (CISG) is excluded. The place of jurisdiction is the city of Zurich, Switzerland. UZH is also entitled to take legal action against the Customer at their place of residence.