

## Terms of use

Accepting terms and conditions Using this site or ordering touristic packages you give your consent regarding this Terms & Conditions, without any other restriction. If you do not agree with any of the terms and conditions you cannot use this site.

**PROevents and Conference' Services** The reservations and flight tickets sales are subduced to General Conditions of Flight Ticket Reservation and Sale (adding the stipulation of the present Contract). For touristic packages the prices displayed on the website are informatory and can change at any moment. The reservation requests made on website do not guarantee the lock of seats and prices. After sending the request on the website, an agent will confirm you the price via e-mail or telephone. You can choose from the services available on the web site, booking flight tickets, rental car, medical assurance, or hotel rentals.

**PROevents and Conference** acts like an agent for third parties as: airlines, hotels, rental car companies, others (Touristic Services Suppliers). PROevents and Conference does not take responsibilities for the touristic packages or services offered by Touristic Services Suppliers and does not guarantee (explicit or implicit) the accuracy or the quality of this packages and services on this web site.

**Touristic Services Suppliers Conditions** Any reservation or request made on the web site or call center will be considerate as your initiative to book a product or a touristic service provided by PROevents and Conference. If your request will be accepted, you will receive a confirmation e-mail from PROevents and Conference and this contract will take effect. The issuing of tickets, the changing of the flight time table, the cancelation of flight tickets, the issuing of hotel vouchers, rental car vouchers, travel insurance vouchers, phone support or any other issue that needs human intervention will be required during the program hours of PROevents and Conference. (every week day from 09:00 – 18:00, EEST) All touristic services on the website are restricted by the Touristic Services Supplier. The terms and conditions of the Travel Services Provider (including the airline passenger transport rules, hotel entry / exit times, cancellation / change of tourist services) will be applied in addition to the Terms and Conditions of this Site. When you navigate the Site, you will be able to see references to the different terms applicable to special offers. Please read these terms carefully, but please contact PROevents and Conference for full details.

**Hotel booking conditions** For most hotels, the normal check-in time is 14:00 and check-out is until 11:00. Careful! These hours may vary from one hotel to another. Please check this information on the PROevents and Conference website or offer. If you arrive at the hotel after the check-in time indicated above, your rooms are detained until 18:00 (local time) on the day of arrival. If you arrive at the hotel after this time, please specify in the reservation (if there is an observation field) or let us know of this possibility, including the estimated time of arrival. If the hotel is not aware of this, it has the right to resell the rooms.

**Legend:** 1. Single room - single bed for one person; 2. Double room - contains a double bed for 2 people; 3. Twin room - 2 single beds; 4. Double / Twin room in single occupancy - contains a double bed for one person; 5. Triple room - contains 3 single beds or a double bed for 2 people and an extra bed for 1 person; 6. Quadruple Room - Contains either 2 double beds, each for 2 persons or 4 separate single beds, or 1 double bed for 2 persons and 2 extra beds for 1 person; 7. Twin / Double plus child - includes either 2 single beds or a double bed plus 1 extra bed for the child, depending on the age indicated on the reservation. In some cases, depending on the age, the child shares the same bed with the parents. If you want an explicit bed for a child, we suggest that you search only for adults, considering the adult child. Children up to 2 years of age are infants and to obtain a baby cot for them, a confirmation from the hotel is required. Please specify if you want the baby-cot in the reservation field (if it exists) or let us know by email immediately after the reservation is completed. The allocation of rooms to tourists is made by the accommodation unit (except where a certain room is booked and paid in advance). In case the reservation is not possible (for well-founded reasons), the accommodation unit (for reservations made through Booking.com) or PROevents and Conference is obliged to offer

accommodation in another hotel unit, of the same or higher category. In this case, the tourist is obliged to accept one of the alternatives. In case of special events (fairs, exhibitions, congresses, sporting, religious or political events, over-year holidays etc.) reservations may have special terms and conditions (minimum number of nights, higher rates, cancellation policy or change of special reservation, payment terms etc.). Payment of reservations must be made in accordance with the terms and conditions specified at the time of booking. Failure to do so would result in cancellation of the booking. Conditions for the payment of participation fees Paid fees are not refunded unless explicitly stated so until a deadline. The amount of the participation fees is established in agreement with the Medical Society. Collection of reviews PROevents and Conference can collect reviews (reviews of hotels, destinations, services offered by PROevents and Conference and its partners) from its customers after they have returned from a conference or a trip. Customers agree to publish reviews on the site or be used offline by PROevents and Conference. Reviews can be collected online in the collection of reviews available on the PROevents and Conference website or offline (by email or phone). PROevents and Conference reserves the right to refuse certain reviews, especially those with vulgar language. Prior to publishing reviews on the site, PROevents and Conference reserves the right to edit grammar and speech errors without changing the meaning of words. Clients' reviews become the property of PROevents and Conference and cannot be published on other sites. Other terms and conditions applied to PROevents and Conference Complaints The problem that occurred during the tourist stay should be urgently communicated to PROevents and Conference in order to be able to resolve it in a timely manner. Any complaint must be made in writing to the accommodation and a copy must reach PROevents and Conference within 2 days of the completion of the service. All complaints will be investigated, and an immediate response will be given after a full analysis of the situation presented. To resolve any problems, in a quick, efficient and amicable manner, please send your messages to [office@ppproevents.com](mailto:office@ppproevents.com) Payment No payment other than those presented on the Site is accepted and we assume no responsibility for the amount of money sent by courier. In some cases, your credit card details can be transferred to the Travel Services Provider. The provider, in question, will take over the payments for your reservations. Hotel payments and participation fees are made in accordance with the above paragraph. Payment can be made with the major credit cards recognized. PROevents and Conference reserves the right to charge any fees (or commissions) that may occur at the time of booking by credit cards. In this case you will be informed of the applicable commissions. PROevents and Conference reserves the right to transfer the costs of charge back penalties. If your reservation is paid with another person's credit card, we reserve the right to request a written authorization from that person. If your credit card issuer so requests, PROevents and Conference reserves the right to send tickets, confirmation vouchers or other travel documents to your declared address at the time of issue of the credit card. Incorrect information about this address may be reflected in the cancellation of the reservation, the delay in the delivery of the travel documents, and the increase in the confirmed fare. Please make sure that your billing address details match those on your statement. In addition, to minimize the effects of attempting to fraud your credit card before issuing travel documents, we reserve the right to perform random checks, request proof of your address and a copy of the credit card as well and a recent account statement. All charges and fees may fluctuate due to exchange rate changes. Traveling ticket documents (flight ticket, travel voucher or invoice) can be sent by e-mail to the address entered at the time of booking, by email (at the address specified at the time of booking) or can be picked up directly from our headquarters. Our consultants can give you detailed information at any time, if necessary. Use of the Site PROevents and Conference is not responsible for the User's ability to access or use the Site, nor for the failures resulting from the deficiency of such abilities. PROevents and Conference does not warrant that the Site may not be affected by viruses or other actions that may cause malfunctions or other losses. Cookies policy PROevents and Conference does

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Terms and Conditions PROevents and Conference reserves the right to modify or update at any time the Terms and Conditions regarding the use of this Site without prior notice to Users. The current version of the Terms and Conditions will be displayed on the Site from the date the changes take effect. Continued use of this Site after publishing these changes will constitute your acceptance of these changes. Governing Law These Terms and Conditions represent the agreement between the User and PROevents and Conference and is governed by the laws of Romania. In case of litigation, the competent court is considered the court of Bucharest. In case of litigation, the Romanian version of the terms and conditions will be considered. CONSUMER PROTECTION - A.N.P.C.C. - CONSUMER'S PHONE: 0800 080 999 - free calling line from the ROMTELECOM network - The website of the National Authority for Consumer Protection: [www.anpc.gov.ro](http://www.anpc.gov.ro) Commerce Authority of Bucharest Municipality Address: Bucharest, Str. Transilvania nr. 2, sector 1, code 010798 Tel .: 021 / 310.63.75 or 021/9660 Fax: 021 / 310.63.80 E-mail: [reclamatii.bucuresti@opc.ro](mailto:reclamatii.bucuresti@opc.ro) Web: [www.anpc.gov.ro](http://www.anpc.gov.ro)