

Terms and conditions of RAUMWELTEN

I. Tickets

1. Each ticket is personalized, non-transferable and cannot be replaced.
2. No cancellation or refund of already purchased tickets is possible. Should the event have to be cancelled on site for legal reasons of infection protection (e.g. Covid-19), the ticket will be fully refunded. In this case Raumwelten will take place completely online. We recommend to buy a new ONLINE ticket.
3. The respective ticket allows access to the following events (lunch is included in all HYBRID tickets except the Raumwelten DIGITAL Ticket (Wednesday, 18.11.)
 - Conference Pass HYBRID allows you to attend all events from Wed, 18.11.2020 to Fri, 20.11.2020 and you have a personal access to the online event Raumwelten ONLINE (13.11.- 29.11.2020).
 - Wednesday – Raumwelten DIGITAL, 18.11.2020 allows access to the event Raumwelten Digital. The event "Raumwelten New Business" as well as "Raumwelten ONLINE" is excluded.
 - Day ticket Hybrid - Thursday allows access to the events on 19.11.2020 and you have a personal access to the online event Raumwelten ONLINE (13.11.- 29.11.2020).
 - Day ticket Hybrid Friday allows access to the events on 20.11.2020 and you have personal access to the online event Raumwelten ONLINE (13.11.- 29.11.2020).
 - The Raumwelten ONLINE ticket offers streaming access to the online event from 13.11. to 29.11.2020. Excluded from this are any on-site events.

Please note: To attend special events you have to register free of charge in advance or on site at the accreditation counter (limited space capacity).

4. When purchasing a Conference Pass HYBRID, Day Ticket HYBRID or Raumwelten ONLINE Ticket, a user account will automatically be created on www.raumwelten.com with the e-mail address you provided when purchasing the ticket. This account is required to have access to the online streaming portal.
5. You will be assigned a seat at the on-site event of Raumwelten. The allocation (grouping) is done in the same way as for incoming bookings.

6. Students have to present a valid student identity card when picking up their badge. If students purchasing an online ticket, validation is carried out by entering the university.

II. Photography, film and audio recordings/ Use of personal data/ Data Protection

1. At all of our events (incl. Raumwelten ONLINE) film and audio recordings as well as the reproduction are forbidden except of the professional photographers authorised by the FMF. In case of violation, we reserve the right to withdraw tickets, to confiscate the recordings and to ban the participant from the event.
2. While Raumwelten professional photographers are taking photos and film shoots during the event on which you may appear. The admissibility of the production of the recordings is based on a consideration of the legitimate interests of the organizer with those of the guests according to Art. 6 para. 1 lit. f) General Data Protection Regulation (GDPR). By participating in the event, you consent to the storage and use of these created materials in accordance with GDPR. This use by us and by third parties, which is unlimited in terms of time, place and content, refers exclusively to our public relations work and documentation about the event Raumwelten. In particular, we point out in this context that photos and / or videos on the Internet or social media can be accessed by any person. Despite all technical precautions, it cannot be ruled out that such persons will continue to use the photos and / or videos or pass them on to other persons.
3. The personal data collected on purchase will be used and saved in order to organise, conduct, use, generate the tickets, for internal statistical surveys, and for promotion. We only pass on this data to external service providers if this is necessary to fulfill our contractual relationship (provision of tickets) with the ticket purchaser.
4. Your data will be processed by us on the basis of a legitimate interest in accordance with Art. 6 para. 1 letter f DSGVO in order to inform you about event dates, contents, ticketing campaigns and surveys. If you do not wish this, you can object to the further use of your data for these purposes at any time by sending an e-mail to datenschutz@festival-gmbh.de.
5. When buying a ticket, each participant has the possibility to be published with the following data on a list of participants on the Raumwelten online website, which is accessible to all registered Raumwelten participants through a corresponding password: Salutation, first name, last name, company, country, e-mail address. In order to be listed, consent must be actively given by placing a cross in the accreditation list when purchasing a ticket. The list of participants serves the purpose of networking as is customary in the industry. Consent given can be revoked at any time with future effect by sending an e-mail to datenschutz@festival-gmbh.de.

6. Consents granted under II. 2. – 4. may be revoked at any time with future effect. The revocation must be addressed to the following address: datenschutz@festival-gmbh.de. More information on the use of data can be found on our website: www.festival-gmbh.de/datenschutz.

III. Corona virus:

The hygiene rules and official regulations in force at the venue at the time of the event apply. It is a condition of eligibility for admission that the participant can fully comply with these hygiene rules and regulations during his or her stay at the event location.

You will find the hygiene rules and regulations on our website in good time before the event, as a poster at the event or we will be happy to send them to you on request.