Terms and Conditions for Participation in MedConcept Events

Version: December 2025

I. General Section

1. Registration and Conclusion of Contract

Early registration is recommended in order to secure participation in an event.
Registrations are considered in the order in which they are received; there is no entitlement to participation.

Registrations must in all cases be submitted by post or electronically (fax, e-mail, online at www.medconcept.org or via the respective event or congress website).

The registration constitutes a binding offer to conclude a participation contract, which MedConcept may accept.
The contract is concluded only upon receipt of a registration confirmation or invoice from MedConcept.
If the event is already fully booked or participation is not possible for other reasons, the participant will be informed thereof without delay.

MedConcept reserves the right to reject registrations without stating reasons, particularly if participation requirements are not met or if the event is fully booked.

Registrations may also be carried out by third parties on behalf of a participating person and do not require submission by the participant personally. In this case, the registering party becomes the contractual partner upon acceptance of the registration by MedConcept.

By registering, participants acknowledge the following terms and conditions as binding.

2. Participation Fee and Payment

If a participation fee is charged for the event (which may be calculated per course cycle in the case of training series), it must be paid in advance and immediately upon receipt of the invoice, without deductions, to the account specified in the invoice. Costs for agreed-upon additional services must also be paid in advance and immediately upon receipt of the invoice, without deductions. The transmission of the invoice by MedConcept constitutes confirmation of the conclusion of the contract.

If payment has not been received in the specified account by the end of the fourth week after the invoice date, the registration will become invalid without any need for withdrawal

by MedConcept. The contract is therefore concluded subject to the resolutory condition of timely payment. A new registration is possible.

If registration is submitted less than four weeks before the start of the event (or, in the case of training series, before the start of the respective course cycle), any participation fees as well as fees for any additional services relating to the event must be paid immediately, at the latest prior to the start of the event (or course cycle). At the latest, payment may be made on-site, potentially incurring additional higher fees.

3. Withdrawal / Cancellation / Exchange / Substitute Participant

Withdrawal from event registration must be made in writing; electronic form is sufficient. In the event of withdrawal up to no later than six weeks before the start of the event (in the case of training series: before the respective course cycle), 100% of the participation fees and fees for any additional services relating to the event will be refunded, less a processing fee of EUR 30.00.

In the event of withdrawal less than six weeks before the start of the event, MedConcept is entitled to demand reasonable compensation insofar as the withdrawal is not attributable to MedConcept.

MedConcept has defined the following flat-rate compensation amounts, taking into account the period between receipt of the withdrawal notice and the start of the event, as well as expected savings in expenses. Compensation is calculated based on the time of receipt of the withdrawal notice as follows, in each case with reference to the respective participation fee:

14 days before the start of the event: 50%
Less than 14 days before the start of the event: 100%

A participant may be replaced by a substitute participant. Nomination of a substitute participant is possible free of charge up to one week prior to the event (for training series, up to one week prior to the start of the respective course cycle). If the substitute participant is named six days or less before the beginning of the event, a processing fee of EUR 30.00 may be charged.

Costs incurred for which the participant/registrant is responsible (e.g. chargebacks due to incorrect bank details, credit card information, etc.) may be charged to the participant/registrant by MedConcept.

4. Changes / Cancellation

MedConcept shall be entitled, at its sole discretion and provided that the reasons for such measures are not attributable to MedConcept, to postpone the event, relocate the venue, cancel the event in whole or in part, or to conduct the event in a hybrid or virtual format. In the case of training series, this entitlement shall also apply to individual course cycles or individual components thereof, in particular in the event that an insufficient number of registrations has been received.

MedConcept will inform the participant/registrant of any cancellation or change at the earliest possible time. Any fees already paid will be refunded in the event of cancellation. Any further claims for damages are excluded. This also applies in the case of short-notice cancellations, even if prior notification of participants/registrants is no longer possible.

In the event of a change to the event format by MedConcept, participants have the right to withdraw from participation within 14 days of notification of the change and to receive a full refund of the participation fee already paid, provided they do not wish to participate in the amended format.
If the participant accepts the adjusted event format, the participation fee will be adjusted accordingly where necessary.

5. Programme Changes / Speaker Replacement

MedConcept reserves the right to make content-related and personnel-related changes to the event programme (e.g. changes of lectures or speakers, scheduling adjustments of individual programme items), provided these do not materially alter the overall character of the event.
There is no entitlement to the performance of specific programme items. Changes of speakers and/or scheduling changes do not entitle participants to withdraw or to a reduction of fees.

6. Certificates of Participation, Final Examinations and Certificates

Certificates of participation or attendance certificates (e.g. CME credits) will only be issued upon full participation.
There is no entitlement to subsequent issuance if participation requirements (e.g. attendance, online time, successful tests, etc.) have not been fulfilled.
For virtual or hybrid events, attendance may be recorded electronically.

If a final examination is conducted as part of the event in order to obtain a certificate, confirmation or similar, this examination will be conducted at the end of the event (or the entire cycle). The participant is entitled to one free retake examination.

7. Data Protection

MedConcept collects, processes, and uses participants' personal data exclusively for the purpose of conducting the event and providing customer support, in compliance with applicable statutory data protection regulations, including the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (Bundesdatenschutzgesetz – BDSG).

Processing is carried out on the legal basis of Article 6(1)(b) GDPR (performance of a contract) and Article 6(1)(f) GDPR (legitimate interest in the proper conduct and quality assurance of the event).

Personal data will only be disclosed to third parties insofar as this is expressly required for the performance of the contract (e.g. to technical service providers for online events).

Personal data will be stored only for as long as is necessary for the conduct of the event and in accordance with applicable statutory retention obligations.

Participants have the right to access, rectification, erasure, restriction of processing and to object, in accordance with Articles 15 et seq. GDPR. Corresponding requests may be addressed to info@medconcept.org.

Further information is provided in the Privacy Policy available at medconcept.org/datenschutzerklaerung/.

II. Format-Specific Section

A. On-Site Events (Seminars, Congresses, Training Courses, etc.)

On-site events are events in which participation takes place exclusively through the physical presence of participants at the event venue and all programme components are conducted on site.

If the event cannot take place at the planned venue or on the planned date due to force majeure, official orders, security risks, illness of speakers, or other reasons not attributable to MedConcept, MedConcept is entitled to:

- postpone the event date
- change the event venue and/or
- conduct the event as a hybrid or virtual format.

A right of withdrawal by the participant/registrant exists only if the changes made materially impair the overall structure of the event. There is no obligation to conduct the event in a virtual or hybrid format.

Force majeure includes all unforeseeable events beyond the control of MedConcept that significantly hinder or make impossible the conduct of the event. These include, in particular, natural events, pandemics, official prohibitions or restrictions, political unrest, terror alerts, strikes, and disruptions to energy or transportation.

Any claims for damages by the participant, in particular for travel, accommodation, or loss of earnings, are excluded. Refunds are limited exclusively to any participation fees paid.

Liability for Brought-In Items

MedConcept assumes no liability for loss of or damage to items, clothing, valuables or technical equipment brought to the event by the participant, unless the damage was caused intentionally or through gross negligence by MedConcept.

House Rules and Access Regulations
The house rules and safety regulations of the respective event venue apply during the event. Instructions issued by event or security personnel must be followed. Participants who repeatedly violate safety or conduct rules may be excluded from the event; in such cases, there is no entitlement to a refund of participation fees paid.

Health and Right of Access
Participants with identifiable contagious diseases or symptoms that lead to exclusion from events under applicable official regulations are excluded from participation. MedConcept is entitled to deny access if this is necessary to protect the health of other participants. In such cases, there is no entitlement to a refund of participation fees paid.

Conduct Obligations and Disruption of the Event
Participants are obliged not to disrupt the proper conduct of the event. In the event of serious violations of conduct rules, harassment of other participants or disruption of proceedings, MedConcept may exclude the participant from further participation. There is no entitlement to a refund of participation fees paid.

Events Abroad
For events taking place outside Germany, participants are responsible for compliance with applicable personal entry, visa, health and insurance requirements.

B. Training Series / Course Cycles

Training series or course cycles are multi-part, thematically coordinated continuing education programmes that can only be booked as a complete unit and must be completed in full.

Registration is generally for the entire training series/course cycle and is binding for all individual events included.

C. Virtual Events / Webinars

Virtual events or webinars are formats conducted entirely online in which participants take part via digital platforms without physical presence.
Content is transmitted exclusively via internet connections (e.g. live streams, online seminars, webinars).

Participants are responsible for ensuring the availability and functionality of the required technical prerequisites (e.g. internet connection, end device, software).
MedConcept assumes no liability for data connection disruptions, technical failures, system interruptions or other problems within the participant's sphere of responsibility.

If the event must be cancelled or cannot be conducted due to technical reasons exclusively within MedConcept's area of responsibility, any participation fees paid will be refunded in full or pro rata.

Any further claims, in particular claims for damages or compensation for indirect or consequential damages (e.g. loss of earnings, lost profits), are excluded.
A right to repetition or refund exists only if the event could not be conducted or was materially impaired due to technical defects exclusively attributable to MedConcept.

Participants are obliged to treat the access data provided to them confidentially and not to pass them on to third parties. Transfer or multiple use of the same access data by several persons is prohibited.
Participants are liable for unauthorized use by third parties if they are responsible for disclosing access data.

MedConcept is entitled to change the technical platform or conference system used (e.g. Zoom, Teams, etc.) at any time, provided that the contractually agreed service is not materially impaired in terms of content.
MedConcept may, at its discretion, provide recordings or repeats of the event; there is no entitlement thereto.

Virtual events may be recorded for internal training or documentation purposes.
Publication will only take place after prior notification of participants.
Participants are not entitled to make their own recordings (e.g. screenshots, video or audio recordings) of the event without MedConcept's consent.

D. Hybrid Events

Hybrid events combine on-site and online participation. Some participants are present on site, while others join digitally; programme components may be conducted live on site and transmitted virtually.

For hybrid events, the provisions of Section A (On-Site Events) and Section C (Virtual Events) apply cumulatively insofar as they are applicable to the hybrid format in terms of purpose and intent.

E. On-Demand Services

On-demand services are digitally provided content made available for individual use after the conclusion of a live or online event.
They are not tied to a fixed date and may be accessed within the usage period defined by MedConcept.
From the time the on-demand content is made available, participants are guaranteed minimum access of three months; the specific usage period will be communicated separately by MedConcept.

III. Organisational Notes

By accepting the terms and conditions of participation, participants also confirm that they have taken note of the following organisational information:

Photographs may be taken during the event. These may be used for commercial purposes and published for promotional activities. Participants who do not wish to be photographed must notify the organiser in writing prior to the start of the event or, where applicable, on site.

The hygiene rules and official requirements applicable at the event venue at the time of the event shall apply. Admission is conditional upon the participant being able to fully comply with and fulfil these hygiene rules and requirements during their stay at the event venue.