



General Terms and Conditions for Online Sales of Conferences and Events at EPFL

December 2023

Scope

These general terms and conditions apply to any purchase of access to conferences, academic events (hereinafter referred to as "Event") through the EPFL website or any other authorized sales channel provided by EPFL.

Order, Price, and Delivery

EPFL undertakes to fulfill orders only within the limits of available space. Ticket prices are indicated on the EPFL website and are quoted in Swiss Francs (CHF) or, if applicable, in EUR or USD. Depending on the nature of the service, prices may be inclusive of VAT (at the applicable rate) or exclusive of VAT. Any other fees specified on the website will be added to the total amount.

Payment Terms

Payments are generally accepted by credit card, debit card, TWINT, or PayPal. However, the event website may restrict the choice of these payment methods.

Refund Policy

- For any exchange, return, or refund, please contact the event organizer within 10 days of payment, stating the reason for your request.
- Written refund requests must be sent by email or postal mail to the Event Secretariat, specifying the transaction code of the original purchase.
- The Event Secretariat will refund the amount within 10 business days.
- Refunds are made exclusively to the payment method used for the purchase.
- The Event Organizer reserves the right not to refund requests made less than 10 days before the Event.

Changes to the General Terms and Conditions

EPFL reserves the right to modify these general terms and conditions at any time. The modifications become effective upon publication on the EPFL website.

Special Provisions

These general terms and conditions may be supplemented by special provisions, such as the general terms and conditions of a specific event. In the event of a contradiction, these special provisions prevail over the general terms and conditions.

Personal Data

Personal data collected by EPFL during a purchase is processed in accordance with federal data protection law. The customer has the right to access, rectify, and delete their personal data. To exercise this right, they can contact the event organizer.

Applicable Law and Jurisdiction

Swiss law is exclusively applicable. The legal venue is in Lausanne, Switzerland.