

GENERAL TERMS OF BUSINESS

The present General Terms of Business (hereinafter called "GTB") determine the relationship between the ticket buyer and/or ticket holder, respectively, hereinafter called "Customer", and the "Tibetisches Zentrum Event gmbH", hereinafter called "Organizer".

Preamble

The contractual relationship will be accomplished by the ticket sale exclusively between the Customer and the Organizer and shall be determined by the provisions hereinafter.

1. Tickets / Sale

1.1 Tickets for admission to the Event are to be obtained from the official distribution channels as designated by the Organizer. In case the Organizer uses an agent for the reservation or the sale, such as Paylogic Deutschland GmbH, the GTB of the agent will apply in addition to the present GTB. The Organizer reserves the right to verify the Customer's proof of title. Tickets are transferable.

1.2 There shall be no copying, altering, or counterfeiting of the tickets. The Customer shall be obliged to protect the ticket against soiling, damage, humidity, and mechanical, optical, or other damaging effects.

1.3 The tickets shall be produced at the entrance upon the first visit to the Event where the validity of the ticket and the title of the Customer will be checked. If necessary, a badge will be issued to the Customer who will have to carry it with him/her throughout the event. If the ticket will not be withdrawn at the time the badge will be issued, the Customer shall continue to carry the ticket together with the badge throughout the event and show both of them upon request.

1.4 Attending Customers shall abide by the instructions of the staff. Non-compliance will result in the loss of the right to attend.

1.5 The ticket prices may be taken from the Organizer's homepage.

2. Return and exchange of tickets

2.1 As a matter of principle, acquired tickets will not be exchanged or be returned against refund of the purchase price.

2.2 In case the Event will have to be called off, there will be a pro rata refund of the ticket price, as follows: The Event will consist of a total of seven sessions (six lectures and one initiation), each of which shall have the same importance. In case the Organizer is not responsible for the calling-off of the Event, the ticket price will be refunded only for any sessions that will have been called off in total and, therefore, cannot be held; in that case the price for any already commenced sessions will not be refunded.

Example 1: If the Event will be called off during the first session on Saturday, 23 August, then Customers having purchased a ticket for Saturday only will be refunded 50% of the ticket price. Any Customers having in addition purchased tickets for the subsequent sessions from Sunday through Tuesday will be refunded 50% of the ticket price for Saturday and the full amount of the price for the subsequent tickets.

Example 2: In case the Event will be called off during or after the second session on Monday, 25 August, then Customers will be refunded 20% of the ticket price only for the ticket valid from Sunday until Tuesday. For any other tickets for one day only the aforesaid conditions shall apply accordingly.

2.3 If the Event has to be called off prior to its beginning for imperative reasons, in particular Force Majeure, for which the Organizer cannot be held accountable, the entire ticket price will be refunded.

2.4 To the extent that the Organizer is not responsible for the calling-off of the Event, the refund in line with paragraphs 2.2. and 2.3 above will be made after deduction of any fees related to the relevant method of payment applied, as follows:

- in case of payment via credit card, by way of an automatic credit to the relevant credit card account;
- in case of payment by way of bank transfer, the Customer shall send the relevant tickets to the Organizer not later than by 30 September 2014 together with full bank details. The cost of postage will not be refunded. The legal period of limitation will not be affected. The Customer shall have the right to prove that no or lower payment fees had been incurred.

2.5 The Organizer will inform on any postponement or cancellation of the Event on its homepage (www.dalailama-hamburg.de). The Customer agrees to obtain pertinent information prior to the beginning of the Event.

3. Program changes

The Organizer reserves the right to modify the program if needed without any previous announcement, provided that the Organizer because of special circumstances has a considerable interest in it and the changes are reasonable for the Customer. Any program changes will be published on the Organizer's homepage (www.dalailama-hamburg.de) or announced at the place of the Event.

4. Safety and implementation provisions

The Customer agrees to abide by the Organizer's safety and other implementation provisions and to pay attention to the instructions of the staff. Non-compliance may result in expulsion from the Event and cancellation of the ticket without any compensation while the Organizer reserves the right to claim damages. Any type of audio or video recording is prohibited. No audio or video recording devices shall be admitted to the hall where the teachings are to be given.

5. Refusal of admittance / exclusion

In case of a violation of the present General Terms of Business or non-compliance with staff instructions, the staff may refuse to admit any Customer to the Event, and/or exclude the Customer from further attendance at the Event.

6. Exclusion of warranties - limitation of liability

6.1. The Organizer shall be liable for any injury to life, physical injury or damage to health due to intentional or negligent breach of duty on the part of the Organizer or intentional or negligent breach of duty on the part of any legal representative or vicarious agent of the Organizer as well as for damages which have to be compensated according to the German Product Liability Act (Produkthaftungsgesetz) or to the extent that the Organizer has assumed a guarantee.

6.2. The Organizer is also liable for simple negligence if, as a result thereof, such negligence violates any essential contractual obligation. Essential contractual obligations are deemed such contractual responsibilities the fulfillment of which is of special significance for achieving the purpose of the contract and upon the performance of which the Customer has relied and may rely. In such case, however, the Organizer's liability shall be limited to any foreseeable and typical damage.

6.3. Any further liability shall hereby be excluded, without regard to the legal nature of the asserted claim. This shall apply in particular to tort claims and claims to compensation of futile expenses in lieu of performance.

6.4. To the extent that the Organizer's liability is excluded this shall also apply to the personal liability of the Organizer's employees, workers, personnel, legal representatives and vicarious agents.

7. Data processing and use of data

The Organizer and the Customer will observe all provisions data protection laws, in particular According to the German Telemedia Act (Telemediengesetz - TMG) and the German Federal Data Protection Act (Bundesdatenschutzgesetz -BDSG). Inventory and usage data will be collected, processed or used only to the extent as required for the performance of the contractual relationship. In case further information about the Tibetische Zentrum e.V. (Hamburg) should be explicitly asked for, the data therefor may be transmitted to the Tibetische Zentrum e.V. (Hamburg). The Customer may withdraw his consent thereto at any time.

8. Governing Law/Severability

8.1. These General Terms of Business and any disputes or claims arising in connection therewith are governed by and construed in accordance with the laws of the Federal Republic of Germany, but excluding UN sales law.

8.2. Should any portion or parts of these General Terms of Business be ineffective or invalid, this shall not affect the validity and legality of the remainder of these GTB.