

Energy Cities Annual Forum 2026

Ticket purchase - Terms and Conditions

Event and organiser

- In this section, words like *'holder'*, *'bearer'*, and *'purchaser'* will refer to you - the person who will buy the tickets to **Energy Cities Annual Forum 2026**. On the other hand, *'our'*, *'us'*, *'we'*, *'issuer'*, *'provider'* and similar terms will indicate the organisers of **Energy Cities Annual Forum 2026 - ENERGY CITIES**.
- Please note that **ENERGY CITIES** reserves the right to make changes, revisions, and amendments, or add/remove sections from this set of terms and conditions - without any prior notifications to you. Such changes will be duly reflected on the event page. These changes will relate back to the date of purchase of **Energy Cities Annual Forum 2026** tickets.
- The ticket you purchase represents a revocable license for you to access **the fourm's facilities – VENUE** on **28,29,30 April 2026** when **Energy Cities Annual Forum 2026** is scheduled to be hosted. The license includes the revocable right to attend the **Energy Cities Annual Forum**. This license can be revoked at any time by the issuer at its sole discretion, without any prior notifications or compensation options. If the license is revoked, you will not be granted entry at the venue.

Tickets, cancellations and refunds

- The standard price of one **Energy Cities Annual Fourm 2026** ticket is **300,00€ (VAT included)**. This figure is non-negotiable.
- People from the same organisation/municipality can obtain a maximum of **2 tickets** due to capacity restrictions.
- The bearer must assume full responsibility of the **Energy Cities Annual Forum 2026** tickets or confirmation proof, once they receive it. **ENERGY CITIES** has no liabilities - financial, legal, or otherwise - in case the delivered tickets are stolen, lost, damaged, destroyed or rendered unusable in any other way.
- Kindly note that **EventBrite** is the sole authorised source for purchasing **Energy Cities Annual Forum 2026** tickets. If you obtain your ticket(s) from any other unauthorised source, you take on the risks of those tickets turning out to be counterfeit or reported to be stolen. The issuer has the right to dishonour such stolen/counterfeit tickets and declare them as void.

- By purchasing the event tickets, you automatically confirm that you/the attendee(s) are of the '*minimum age*' or older, at the time of buying the ticket(s). The '*minimum age*' for attending **Energy Cities Annual Forum 2026** is **18**.
- The bearer can cancel their **Energy Cities Annual Forum 2026** tickets and be refunded at any time before the closing of the sale, on the **6th of April 2025**. The refund will be done through **EventBrite** and **ENERGY CITIES** will not take any responsibilities of any issues that might arise in the use of the platform.
- After the closing date, cancellations will be possible but not refunds.
- If you are not able to access any particular section(s) of the **VENUE** due to delays, federal regulations, organiser policies, weather-related problems, emergencies, venue shutdown/evacuation or any other reason, you will not be eligible for any refunds or future credits.
- The **Energy Cities Annual Forum 2026** tickets delivered to you are not meant to be used for illegal reselling, copying, reproducing, or misrepresenting in any form. Any proven record of such activities will result in immediate seizure and cancellation of your ticket(s).
- Please note that **Energy Cities Annual Forum 2026** tickets cannot be redeemed against cash, credits, or any other benefits.
- **ENERGY CITIES** has the right to investigate if there has been any violation of the **Energy Cities Annual Forum 2026** ticketing terms and conditions. In case of any conflicts, the decision of **ENERGY CITIES** will be deemed final (*i.e., the issuer will remain the final arbiter in cases of disputes*).
- The event service will be deemed to have been delivered in its entirety as soon as **Energy Cities Annual Forum 2026** starts on **28 April 2025**.
- If **Energy Cities Annual Forum 2026** is cancelled in its entirety due to any unforeseen circumstances, **ENERGY CITIES** has the sole and absolute right to:
 - reschedule the event, or
 - issue a partial/full refund, or
 - not issue any refunds.

Please note that the decision of the issuer in such cases will be deemed final and binding.

- Losses, if any, occurring due to foreign exchange fluctuations at the time of refunds, have to be borne by the purchaser. **ENERGY CITIES** cannot be, in any way, held liable for that.

Registration and venue

- You can request **ENERGY CITIES** anytime a list of participants registered within your own organisation.
- At the time of entering the **VENUE**, you are required to present a confirmation email sent by **ENERGY CITIES** at the time of the purchase.
- **Energy Cities Annual Forum 2026** does not take any responsibility to personal/financial damages caused to you at the **VENUE**, or for any items lost/stolen/misplaced at the venue. Financial reimbursement claims on these counts will not be entertained.
- **Energy Cities Annual Forum 2026** and **ENERGY CITIES** follow a common '*zero-tolerance policy*' towards unauthorised drug usage or carrying at the venue, AND towards any type of behaviour/actions that can be interpreted as lewd or obscene. If you are found in possession of prohibited items at **Energy Cities Annual Forum 2026** and/or if you indulge in any objectionable action, your participation in the event will be terminated immediately. Your event ticket(s) will become void from that point on.

Disputes

- In all cases of disputes between the ticket-bearer and the **ENERGY CITIES**, the decision of the latter will be deemed final. In case a dispute cannot be resolved, the help of an independent third-party arbiter will be sought.

Data

- When submitting your registration, you agree that **ENERGY CITIES** stores and processes your data in accordance with its privacy policy and contacts you for updates related to the **Energy Cities Annual Forum 2026**. Please note that some of your data will be shared with EventBrite for the tickets. Your data is protected through the EventBrite terms of use.

Image rights

- We plan to take pictures and videos during the event, to be used by the organizers (**Energy Cities & Municipality of Guimarães**) for their own communications. Such pictures and videos might be used in communication outputs produced after the event by the organizers or a contracted third party,

including but not limited to websites, social media, e-communications, brochures, posters, flyers, books, newspapers, magazines, etc. If **you do NOT** wish to be filmed or photographed, or to have your recorded or photographed image used or distributed, please inform us prior to the event, via email (to data@energy-cities.eu).

- After the event, you have the right to access, modify or delete recorded pictures or videos of you by requesting it on the following email address: data@energy-cities.eu.

ENERGYCITIES