



I-REC Standard Conference (ISC) 2027 EVENT TICKET TERMS AND CONDITIONS

The International Tracking Standard Foundation (I-TRACK Foundation) will host the I-REC Standard Conference (ISC) 2027 in Istanbul, Türkiye, on 26 and 27 January 2027. These Terms and Conditions apply to all online purchases and deliveries of Event tickets made by the Purchaser or Ticket Holder through the I-TRACK Foundation's website.

1. Definitions

- 1.1 "Event" means ISC2027, including all sessions, activities, and related functions scheduled by the Organizer.
- 1.2 "Organizer" means Stichting I-REC (trading as the I-TRACK Foundation) responsible for hosting the Event.
- 1.3 "Purchaser" means the individual or organization that completes the ticket purchase through the Organizer's website or an authorized sales channel.
- 1.4 "Ticket Holder" means any individual who uses a valid ticket to access the Event, regardless of whether that individual is the Purchaser.
- 1.5 Representation for group tickets: where the Purchaser acquires tickets on behalf of multiple Ticket Holders, the Purchaser confirms that they are authorized to accept these Terms and Conditions on behalf of all associated Ticket Holders and must ensure that each Ticket Holder complies with them.

2. Scope of the Ticket

- 2.1 By purchasing or using the ticket, the Ticket Holder agrees to be bound by these Terms and Conditions.
- 2.2 A ticket entitles the Ticket Holder to the following:
 - a) access to all official conference sessions held during the Event,
 - b) attendance at networking events that are officially part of, or directly related to, the main conference program,
 - c) access to the event's standard catering services as provided by I-TRACK,
 - d) access to event materials, including the program, in printed or electronic form,
 - e) online access, after the Event, to presentations delivered during the Event, subject to speaker approval.

3. Contract Formation

- 3.1 A ticket purchase is complete once the Purchaser receives electronic confirmation from the Organizer.
- 3.2 All tickets are delivered digitally unless stated otherwise.

4. Payment

- 4.1 The Organizer only accepts credit card payments, as indicated on its official website: [https://www.trackingstandard.org/conferences/event ticket sales](https://www.trackingstandard.org/conferences/event%20ticket%20sales).
- 4.2 After completing registration, the Purchaser will receive an email confirmation, including a PDF receipt, within 24 hours.
- 4.3 All ticket payments must be completed before the start of the Event. Additional tickets may be purchased on-site using a credit card.
- 4.4 If payment is not completed, the Organizer reserves the right to refuse entry to the Event.
- 4.5 Before travelling to the Event, Purchasers and Ticket Holders are strongly encouraged to confirm with their finance departments that all relevant payments have been successfully processed.

5. Taxes, Duties, and Withholdings

- 5.1 Since the Event is held in Türkiye, ticket admission may be subject to Turkish VAT or other local taxes. Such taxes, if applicable, are payable by the Purchaser.
- 5.2 Since the Event is held outside the EU, ticket admission is generally outside the scope of EU VAT, irrespective of whether the Purchaser is Dutch, EU-based, or non-EU.
- 5.3 Purchasers and Ticket Holders are responsible for any local levies, duties, or tourism taxes arising from participation in the Event.
- 5.4 If the Purchaser is required to withhold tax from payments to the Organizer, the Purchaser shall gross-up the payment so that the Organizer receives the full ticket fee. Evidence of withholding payment must be provided.
- 5.5 Payments must be made net of bank charges and in the currency stated at checkout.
- 5.6 The Purchaser must provide accurate billing and tax information. Corrected invoices may be issued where required by law.
- 5.7 If tax obligations change after purchase, the Purchaser agrees to pay or reimburse any additional taxes due.

5.8 The Organizer does not provide tax advice. Purchasers should seek independent third-party tax advice as needed.

6. Ticket Ownership and Badge Assignment

6.1 All Event tickets belong to the Purchaser, whether an individual or an organization.

6.2 During the purchase process, the Purchaser must provide accurate details for each Ticket Holder, including full name, occupation, organization, address of the organization, and a business email address, representing the organization.

6.3 The Organizer issues a personal, non-transferable badge to each Ticket Holder based on this information.

7. Prohibition on Ticket Sharing

7.1 Ticket sharing is strictly prohibited. This includes situations where two or more individuals attempt to access the Event using the same badge, whether at the same time or at different times.

7.2 Any attempt to share, exchange, rotate, duplicate, or misuse badges will result in immediate revocation of access for all involved, without refund.

7.3 The Organizer reserves the right to verify the identity of any Ticket Holder at any time to enforce this policy.

8. Ticket Substitutions

8.1 A Ticket Holder may request that another individual attend the Event in their place using the originally purchased ticket.

8.2 Substitution requests must be submitted at least two weeks before the start of the Event.

8.3 In exceptional circumstances, the Organizer may consider substitution requests submitted less than two weeks prior to the Event. Acceptance of such requests is not guaranteed.

8.4 The Organizer reserves the right, at its discretion, to reject any substitution request.

9. Ticket Use and Transfer

9.1 Tickets are valid only for the Event on the specified date and location.

9.2 Tickets and badges may not be resold, transferred, or reassigned without prior written approval from the Organizer.

10. The Organizer may deny access if attendee details do not match badge information.

11. Access and Conduct

11.1 The Organizer may refuse or revoke access to any Ticket Holder who:

- a) violates Event or venue rules,
- b) engages in unsafe or disruptive behaviour, or
- c) fails to comply with instructions from staff or security personnel.

12. The Purchaser must ensure that all Ticket Holders under their booking understand and follow all Event rules and safety guidelines.

13. Event Content and Venue

13.1 The Organizer may, due to unforeseen circumstances and outside force majeure, modify or change the Event content, including speakers or sessions, without prior notice.

13.2 The Organizer may change the Event venue to a suitable alternative within a reasonable distance of the original location.

13.3 Such changes do not entitle the Purchaser or Ticket Holder to refunds or compensation, except where required by applicable law.

14. Cancellation and Refunds

14.1 The statutory right of withdrawal (cooling-off period) does not apply. For consumers, this exclusion follows from the legal exception for leisure activities scheduled for a specific date. For business customers (B2B), the statutory right of withdrawal does not apply under any circumstances.

14.2 Cancellations received by the Organizer within 48 hours of the submission of the registration may be eligible for a full refund, at the Organizer's discretion.

14.3 Cancellations received in writing more than two months prior to the first day of the Event may be eligible for a 50% refund of the ticket fee, at the Organizer's discretion.

14.4 Cancellations received in writing less than two months before the start of the Event are not eligible for a refund, and the Purchaser remains liable for 100% of the ticket price.

14.5 Minor program or schedule changes do not entitle the Purchaser or Ticket Holder to a refund.

14.6 If the Event is fully cancelled by the Organizer other than because of force majeure, the Purchaser is entitled to a refund of the ticket price.

14.7 The Organizer is not responsible for travel, accommodation, or any additional costs.

15. Licenses, Permits, and Visas

- 15.1 Ticket Holders are responsible for obtaining all required licences, permits, and visas.
- 15.2 The Organizer is not liable for delays, denials, or associated costs.

16. Insurance

- 16.1 Ticket Holders must maintain adequate insurance to cover risks and liabilities associated with attending the Event.
- 16.2 The Organizer does not provide insurance and is not responsible for uninsured losses.

17. Privacy

- 17.1 The Organizer processes personal data solely for purposes related to ticketing, identity verification, event administration, and essential communications, in accordance with applicable data-protection laws.
- 17.2 The Organizer's Privacy Policy, Website Terms and Conditions, and Cookie Policy are available on the Organizer's website.
- 17.3 By submitting personal data during registration, the Purchaser and Ticket Holder agree to receive periodic event-related marketing communications from the Organizer. If you do not wish to receive further correspondence from us then please unsubscribe by returning the newsletter to secretariat@trackingstandard.org, with "unsubscribe" in the heading.
- 17.4 The Ticket Holder's name, job title, organization and country will be included in the Event delegate list, which will be distributed during the Event and to our sponsors before the Event. If you wish to be excluded from the delegate list, then please email the Organizer at secretariat@trackingstandard.org
- 17.5 The Organizer will never rent, lease, or sell personal data. Data is shared only with trusted providers as necessary.

18. Force Majeure

- 18.1 Force majeure refers to any circumstance beyond the reasonable control of the Organizer that prevents hosting the Event in whole or in part. Such circumstances include, but are not limited to: changes in law or government restrictions; strike, lock-out, or labour disputes; fire, flood, storm, or other natural disasters; war, military action, riot, civil commotion, or terrorism; epidemic, pandemic, or public-health emergency; explosion, malicious damage, or cyber-attack; destruction of or restricted access to the venue; or any event making it impossible or unreasonably difficult to host the Event.
 - 18.2 In the event of force majeure, the Organizer and all suppliers or partners are released from their obligations for the duration and scope of the disruption. No damages or compensation are owed for non-performance caused by force majeure.
 - 18.3 If the Event cannot be held due to force majeure, the Organizer will make reasonable efforts to reschedule the Event. Fully paid tickets will remain valid for the postponed Event.
 - 18.4 If the Event cannot be rescheduled, the Organizer may cancel the Event. In such cases, the Organizer is not obliged to provide compensation, damages, or reimbursement, except where required by mandatory applicable law. Any voluntary compensation remains at the Organizer's discretion.
- 19.** The Organizer will notify Purchasers as soon as reasonably possible of postponement, cancellation, or other measures taken under this clause.

20. Liability

- 20.1 Neither the Organizer nor its agents, representatives, partners, or contractors shall be liable for any injury, loss, damage, or expense incurred by the Ticket Holder arising from any cause whatsoever connected to attendance at the Event, except where such liability cannot be excluded under applicable law.
- 20.2 Under no circumstances shall the Organizer or its agents or representatives be liable for:
 - a) any special, indirect, incidental, punitive, or consequential damages, or
 - b) any loss of profit, loss of business, loss of opportunity, loss of use, or any costs or damages resulting from such losses.
- 20.3 To the maximum extent permitted by applicable law, any liability of the Organizer or its agents, whether based in contract, tort, statutory duty, or any other legal theory, shall never exceed the amount paid by the Ticket Holder for the Event ticket.
- 20.4 The limitations set out in these Terms and Conditions do not apply where the damage results from the wilful intent or deliberate recklessness of the Organizer or its executive management, in accordance with applicable law.
- 20.5 The Ticket Holder acknowledges that the above allocation of risk is reasonable and customary for events of this nature. The Ticket Holder therefore agrees to obtain, at their own discretion and cost, adequate insurance to cover any risks, losses, or liabilities that may arise from their attendance.
- 20.6 The Ticket Holder assumes full responsibility and liability for the actions or omissions of its own agents, employees, representatives, or independent contractors, whether acting within or outside the scope of their authority.

- 20.7 The Ticket Holder agrees to defend, indemnify, and hold harmless the Organizer, the event venue, and their respective affiliates, officers, employees, and representatives from and against any claims, demands, losses, damages, liabilities, fines, or expenses (including reasonable legal fees) arising directly or indirectly from:
- a) the actions or omissions of the Ticket Holder or their agents, employees, representatives, or contractors,
 - b) any breach of these Terms and Conditions by the Ticket Holder, or
 - c) any violation of applicable law by the Ticket Holder or their affiliates.

21. Governing Law and Jurisdiction

- 21.1 These Terms and Conditions (and any non-contractual obligations arising out of or in connection with them) are governed by and construed in accordance with the laws of the Netherlands, without regard to conflict-of-law rules.
- 21.2 All disputes, claims, or proceedings arising out of or in connection with these Terms and Conditions shall be brought exclusively before the competent court in 's-Hertogenbosch, the Netherlands (the judicial district of the Organizer's principal place of business). The Purchaser and Ticket Holder irrevocably consent to such exclusive jurisdiction and venue and waives any objection to that forum, including objections based on forum non conveniens. This clause applies except where mandatory consumer-protection rules or other mandatory jurisdictional laws grant the Ticket Holder access to a different forum.
- 21.3 The prevailing party in any action or proceeding is entitled to recover its litigation costs, including (without limitation) court fees, deposition and expert-witness costs, reasonable out-of-pocket expenses, statutory interest, and a reasonable contribution to attorney fees, to the extent permitted under applicable procedural rules and any mandatory cost-shifting provisions. Nothing in this clause limits the court's ability to apply mandatory tariff-based costs or to award higher or lower amounts where permitted by applicable law.

22. Miscellaneous

- 22.1 The Event is managed by the Organizer, whose main office is in 's-Hertogenbosch, the Netherlands.
- 22.2 Any matters not expressly covered in these Terms and Conditions shall be resolved by the Organizer in a reasonable and final manner.
- 22.3 These Terms and Conditions constitute the entire agreement between the Organizer and the Purchaser and/or the Ticket Holder and supersede all prior understandings or representations.
- 22.4 Any deviation from these Terms and Conditions is valid only if confirmed in writing by the I-TRACK Foundation.
- 22.5 No rights of the Organizer shall be deemed waived unless the waiver is in writing and signed by an authorized officer of the Organizer.