

Terms & Conditions REM Utrecht 2026

Effective date: 17-10-2026

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The Rotaract European Meeting (REM) Utrecht 2026 is an international Rotaract event organised under the authority of the European Rotaract Information Centre (ERIC). The Event combines cultural, professional, and social activities designed to promote fellowship, service, and intercultural understanding among Rotaractors, Rotarians, and invited guests.

This document sets out the Terms and Conditions for participation in the Rotaract European Meeting Utrecht 2026. Please read them carefully before purchasing your Ticket, as they explain your rights and obligations as a participant and those of the Organiser.

I. Preamble and definitions

1. Organiser

Stichting Rotaract European Meeting Utrecht 2026, having its registered office at Madioenstraat 3, 3532 SK Utrecht, the Netherlands, registered in the Dutch Chamber of Commerce (KVK) under number 97113948 (hereinafter: “Organiser” or “we”).

2. Event

The “Event” means the Rotaract European Meeting (REM) to be held in Utrecht, Netherlands, from 29 January to 1 February 2026, including all sessions, social events, workshops, gala, parties, optional activities and any other component as specified in the program.

3. Participant

Any person who purchases a ticket (or is otherwise invited) to attend the Event (hereinafter: “you” or “attendee”).

4. Ticket

A “Ticket” is the personal, non-transferable proof of registration and payment that grants the Participant the right to access the Event (or specific components of it) as described in the purchased package. Each Ticket corresponds to a specific access level determined by the Organiser, which may include various components such as accommodation, meals, workshops, the gala, parties, and optional activities. Possession of a valid Ticket constitutes acceptance of these Terms and Conditions.

5. Website

The official website of REM Utrecht 2026 (<https://remutrecht2026.com/>).

6. Ticket Platform

The Organiser may, at its sole discretion, sell Tickets directly through its Website or via one or more designated third-party ticketing platforms or service providers (hereinafter: the “Ticket Platform”). In such case, the terms and conditions of the relevant ticketing platform also apply in addition to these Terms. The Organiser

shall not be liable for any technical issues, transaction errors, or delays caused by the Ticket Platform or its payment processors, except to the extent required by mandatory law.

7. Third-Party Services and Third-Party Suppliers

Any external supplier (e.g. hotels, venues, caterers, transport, entertainers, activity providers) engaged by the Organiser or in coordination with the Organiser to provide elements of the Event (hereinafter: “Third-Party Service” or “Supplier”).

II. Applicability and acceptance of Terms

1. The Terms & Conditions of the Organiser (hereinafter: the “Terms”) apply to all offers, sales, orders and agreements relating to Tickets / Packages for the Event, as well as to the Participant’s attendance of the Event and use of the services provided by the Organiser (including via Third-Party Services).
2. By purchasing a Ticket, the Participant explicitly accepts these Terms.
3. The Organiser will make these Terms available on the Website before purchase. The Participant has the opportunity to read them before completing the purchase of a Ticket through the Website or Ticket Platform.
4. If any provision of these Terms is (partially) void, invalid or unenforceable under applicable law, this shall not affect the remainder. The Organiser will replace it by a valid provision of similar tenor to the extent possible.
5. The Organiser may amend or supplement these Terms from time to time (e.g. to adapt to changed circumstances or legal requirements). Any changes will be published on the Website. Continued use and/or attendance of the Event by the Participant implies acceptance of the new version.
6. The Organiser’s responsibilities are limited solely to the Event (the REM-Utrecht). Separate events that may occur before or after the REM (such as “Pre-REM” or “Post-REM” events) are organised independently by third parties. The Organiser is not a party to, nor does it bear any responsibility for, the relationship between Participants and the organisers of any Pre-REM or Post-REM events. All questions, claims, or issues arising from participation in those events must be addressed directly to the respective organisers.

III. Offer, pricing and purchase

1. All Tickets are offered subject to availability. The Organiser reserves the right to close or change ticket waves, adjust prices, or change the allocated quantities of Tickets.
2. The price of a Ticket is the price stated on the Website at the time the Participant places the order. All prices are stated in euros (EUR) and include applicable Dutch VAT and any other applicable taxes in the Netherlands unless otherwise indicated. Certain optional or “extra” activities and/or excursions may require separate registration or additional fees. Registration for such activities must be completed through the official Ticket Platform within the deadlines announced on the Website.

3. The Organiser will state what the Ticket includes at the time of purchase. The Organiser reserves the right to modify details of inclusion, subject to the principles below.
4. The Participant must pay in full before participation (or before the relevant deadlines). If payment is late, the Organiser may cancel the Participant's ticket or charge interest (statutory or agreed).
5. All payments must be made via the payment methods designated on the Ticket Platform (e.g. credit card, PayPal).
6. Tickets for Pre-REM and Post-REM events may be made available for sale through the same Ticket Platform for the convenience of Participants. However, such sales are processed on behalf of the respective Pre-REM or Post-REM organisers. The Organiser acts only as a facilitator and is not a contractual party to those transactions. Any matters related to the Pre-REM or Post-REM events, including but not limited to cancellations, changes, refunds, or liability, must be handled directly with the respective organisers.

IV. Cancellation, withdrawal and refunds

1. Purchases of Tickets for the Event are final and non-refundable, except where expressly provided otherwise in these Terms.
2. Tickets are personal and non-transferable. They may not be resold, transferred, or assigned to another person without the prior written consent of the Organiser. The Organiser may approve a transfer only under the following conditions:
 - a. The new Participant is of the same sex as the original ticket holder;
 - b. The new Participant is a member of Rotaract or Rotary;
 - c. The Organiser (HOC team) must be informed of the intended transfer in advance and must provide its prior written consent before the transfer can take effect; and
 - d. Before the Organiser can give consent, the original ticket holder must provide all information and documentation required for the new Participant, equivalent to the information originally requested during the ticket purchase process.

Ticket transfers must be requested no later than 8 January 2026. After this date, transfers will in principle no longer be possible due to logistical arrangements with third parties (e.g. accommodation, gala venue, catering, activities). The Organiser may, at its sole discretion, consider exceptions but makes no guarantees that such requests can be granted.

Any unauthorised transfer, resale, or attempted resale will render the Ticket void without refund, and the Organiser reserves the right to deny entry to the holder.

3. Notwithstanding the above, the Organiser may, at its sole discretion, offer (partial) refunds or the possibility of name changes or Ticket transfers. Any such goodwill refund or transfer option does not constitute a legal right of withdrawal.
4. If the Participant transfers or resells the Participant's Ticket following the written consent of the Organiser to another person, the Participant ensures the transferee accepts these Terms and the Participant remains fully responsible for compliance.

5. In the event that the Organiser cancels, postpones, or materially alters the Event (for any reason, including but not limited to force majeure, governmental measures, safety concerns, or insufficient participation) the Participant shall not be entitled to any refund, compensation, or alternative arrangement, unless the Organiser explicitly decides otherwise at its sole discretion.
6. The Organiser's obligations are strictly limited to the delivery of the services and components expressly included in the Participant's purchased Ticket, as described on the Website at the time of purchase.
7. The Organiser shall not be liable for any costs, expenses, losses, or damages incurred by the Participant, including (but not limited to) travel, visa, insurance, accommodation, or consequential costs of any kind.
8. If the Participant fail to attend (no-show) or do not use certain components of the Ticket, no refund will be given for unused services.

V. Changes to the program, substitution and cancellation of components

1. The Organiser reserves the right to change, modify, postpone or cancel parts of the Event (e.g. sessions, speakers, venues, activities, times) as reasonably necessary (e.g. due to force majeure, logistical issues, speaker unavailability).
2. Such changes will be communicated to attendees as soon as reasonably practicable.
3. Accommodation for Participants who have purchased a package including lodging will be arranged by the Organiser at one or more designated partner hotels. The specific hotel(s) will be communicated on the Website prior to the Event. The Organiser reserves the right to substitute accommodation of a comparable or higher standard if required for operational, safety, or logistical reasons. Such substitutions shall not entitle the Participant to any refund or compensation.
4. If a material portion of the package is cancelled and cannot be substituted, the Organiser may offer, at its sole discretion, a refund proportionate to the value of the cancelled portion.
5. However, the Participant cannot claim compensation beyond the refund, unless gross negligence or willful misconduct by the Organiser.

VI. Participant obligations, conduct and access

1. The Participant must comply with all posted Event rules, codes of conduct, venue rules, safety instructions, and directions of the Host Organising Committee.
2. The Participant must be able to present valid identification and proof of a valid Ticket at all times during the Event. The Organiser reserves the right to deny access to the Event or any of its components if such proof cannot be provided upon request.
3. The Participant shall conduct themselves in a respectful, responsible, and non-disruptive manner at all times during the Event and any related activities. The Participant is required to comply with all applicable laws and regulations, venue

rules, instructions from the Organiser, and, in particular, the ERIC Events Code of Conduct (as published by the European Rotaract Information Centre).

4. The Organiser reserves the right, at its sole discretion, to cancel the purchase of any Ticket and/or deny access to the Event to any Participant who is subject to a ban or exclusion from Rotaract Europe events, as determined by the European Rotaract Information Centre (ERIC) or any relevant Rotaract authority. In such cases, the Participant shall not be entitled to any refund or compensation.
5. Any breach of the ERIC Events Code of Conduct or any form of offensive, unlawful, unsafe, or otherwise inappropriate behaviour, as determined at the Organiser's sole discretion, may result in immediate removal from the Event and/or denial of further participation without any right to refund or compensation.
6. The Participant may not bring prohibited items (the Organiser may specify what is prohibited, e.g. weapons, pyrotechnics, etc.).
7. The Participant may not commercially solicit, distribute unauthorized materials, or conduct the Participant's own promotional activities unless explicitly agreed by the Organiser.
8. The Participant is solely responsible for arranging and covering their own travel, visa, insurance (including health, cancellation, and liability insurance), and for the safekeeping of their personal belongings at all times.
9. Smoking and the consumption of alcohol are permitted only in areas and at times authorised by the venue and in accordance with applicable local laws and regulations. The Participant must at all times comply with venue policies, house rules, and local legislation. The use, possession, or distribution of illegal drugs or substances, as well as participation in the Event or any of its components while under the influence of drugs or excessive alcohol, is strictly prohibited. Any violation of this clause may result in immediate removal from the Event and/or denial of further participation, without any right to refund or compensation.

VII. Liability / disclaimers / limitation of liability

1. The Organiser shall be liable for any damage or loss suffered by the Participant only insofar as such damage results directly from the Organiser's negligence or wilful misconduct, or that of its employees or agents, and only to the extent permitted by applicable law.
2. The Organiser is not liable for indirect or consequential damages (e.g. loss of profits, missed connections), unless due to the Organiser's gross negligence or intentional misconduct.
3. The total liability towards any Participant is capped at the amount paid by the Participant for the relevant Ticket (or proportionate portion).
4. The Organiser does not guarantee that all parts of the Event programme will take place exactly as announced. Deviations or modifications, including but not limited to changes in speakers, venues, timings, or the sequence of activities, may occur at any time. Such changes shall not entitle the Participant to any refund, compensation, or other claim.

5. If Third-Party Services are provided as part of, or in connection with, the Event (including but not limited to accommodation, transport, catering, entertainment, or external activities), such services are rendered under the sole responsibility and conditions of the respective Third-Party Supplier. The Organiser acts only as an intermediary or facilitator and does not enter into any contractual relationship between the Participant and the Third-Party Supplier. Any claims, complaints, or disputes relating to such Third-Party Services must be addressed directly to the relevant provider. The Organiser shall not be liable for any act, omission, default, or negligence of any Third-Party Supplier or for any resulting damage, loss, or injury suffered by the Participant, except to the extent that such liability cannot be excluded under mandatory law. The Organiser's obligations are strictly limited to arranging the inclusion of such Third-Party Services within the purchased Ticket, subject to the provider's availability and conditions.
6. The Participant is solely responsible for the safekeeping of their personal belongings at all times during the Event and any related activities. The Organiser shall not be liable for any loss, theft, damage, or destruction of personal property.

VIII. Intellectual property, recordings and image rights

1. All intellectual property rights (program materials, slides, recordings, designs, logos) remain with the Organiser or the Organiser's licensors unless otherwise stated.
2. The Participant may not reproduce, distribute, publish, or commercially exploit any such material without prior permission of the Organiser.
3. The Organiser may record or photograph (at) the Event. By participating, the Participant grants the Organiser a non-exclusive, worldwide, royalty-free right to use (and permit others to use) images, video, audio, likenesses, quotes, etc. for promotional or other purposes.
4. If the Participant does not wish to be photographed and/or recorded, the Participant must notify the Organiser in writing before, during or after the Event. The Organiser will make reasonable efforts to comply.

IX. Privacy and data protection

1. The Organiser processes the Participant's personal data (including identification, contact, billing, dietary, accommodation, and other logistical details) in accordance with applicable privacy laws, including the EU General Data Protection Regulation (GDPR) and the Dutch Implementation Act (Uitvoeringswet AVG).
2. By registering for and purchasing a Ticket, the Participant confirms that they have read, understood, and consented to the processing of their personal data as described in the Privacy Policy of the Organiser, which is available on the Website and forms an integral part of these Terms.
3. The Organiser may share the Participant's personal data with third-party service providers (such as the ticketing platform, accommodation, catering, and activity

providers) solely to the extent necessary to fulfil the Participant's purchased Ticket.

4. The Organiser may use the Participant's contact information to send communications related to the Event.
5. Further details regarding the categories of data collected, legal bases for processing, retention periods, and the Participant's rights under the GDPR are set out in the Privacy Policy available on the Website.

X. Force majeure

1. The Organiser shall not be liable for any failure or delay in the performance of its obligations under these Terms, or for any loss, damage, or inconvenience suffered by the Participant, if and to the extent that such failure or delay results from circumstances beyond the Organiser's reasonable control. Such circumstances include, including, but are not limited to:
 - a. Natural disasters, fire, flood or explosion;
 - b. Extreme weather or acts of God;
 - c. War, terrorism or civil unrest;
 - d. Strikes, lockouts or labour disputes;
 - e. Epidemics or pandemics (including related health restrictions);
 - f. Government or administrative measures or embargoes;
 - g. Failure of suppliers or subcontractors; and
 - h. Power outages, transport disruptions, venue unavailability, or failure of communication or IT systems.
2. In the event of force majeure, the Organiser may, at its sole discretion, cancel, postpone, or modify the Event (or any part thereof). Such circumstances shall not entitle the Participant to any refund, compensation, or alternative performance, except if the Organiser expressly decides otherwise.
3. The Organiser will use reasonable efforts to notify Participants of the occurrence of a force majeure event and any resulting measures as soon as practicable.

XI. Payment default, termination and rescission

1. If the Participant fails to pay any amount when due, violates any material provision of these Terms, or otherwise acts in a manner contrary to the Organiser's rules or instructions, the Organiser reserves the right, at its sole discretion, to:
 - a. cancel the Participant's registration or access to the Event;
 - b. refuse entry to, or remove the Participant from, any part of the Event; and/or
 - c. terminate the agreement with immediate effect.

In such cases, the Participant shall not be entitled to any refund or compensation. The Organiser further reserves the right to recover from the Participant any resulting damages, costs, or losses caused by such breach or non-payment.

2. The Organiser may suspend its obligations under these Terms until the Participant has remedied the breach or fulfilled the outstanding obligation. Any

such suspension shall not entitle the Participant to any refund, compensation, or extension of rights, and all payment obligations of the Participant shall remain in full force during the period of suspension.

3. Termination, cancellation, or rescission of the agreement (for any reason and by either party) shall not release the Participant from any obligations or liabilities that arose prior to the effective date of termination, including, without limitation, obligations relating to payment, indemnification, confidentiality, data protection, and liability for damages. The Organiser shall retain all rights and remedies available under these Terms and applicable law, including the right to recover any losses, costs, or damages incurred as a result of the Participant's breach or non-performance.
4. Termination shall not entitle the Participant to any refund, reimbursement, or compensation, unless the Organiser expressly decides otherwise or such refund is required by mandatory law.

XII. Miscellaneous the Organiser / final provisions

1. These Terms, together with the purchase confirmation, programme descriptions, the information published on the Website, the Organiser's Privacy Policy, the ERIC Events Code of Conduct, and the Rotaract Europe Harassment Prevention Policy, constitute the entire agreement between the Participant and the Organiser with respect to participation in the Event. This agreement supersedes all prior communications, understandings, or agreements, whether oral or written, relating to the same subject matter. In the event of any inconsistency between these documents, these Terms and Conditions shall prevail.
2. The Organiser may assign, transfer, or subcontract any of its rights or obligations under these Terms, in whole or in part, to third parties (including service providers, partners, or affiliated organisations) as deemed necessary for the proper organisation and execution of the Event. Such assignment or subcontracting shall not materially diminish the Participant's contractual rights under these Terms. The Participant may not assign, transfer, or delegate any rights or obligations arising from these Terms or the Event without the prior written consent of the Organiser.

XIII. Applicable law & jurisdiction / disputes

1. These Terms and any agreement between the Participant and the Organiser shall be governed exclusively by the laws of the Netherlands, without regard to conflict-of-law principles.
2. Any dispute, claim, or controversy arising out of or relating to these Terms, the Event, or the participation of the Participant shall be submitted to the exclusive jurisdiction of the competent court in Utrecht, the Netherlands, unless mandatory consumer protection rules provide otherwise.
3. Before initiating legal proceedings, the parties shall endeavour in good faith to resolve the matter amicably through direct negotiation or mediation. The

Organiser may propose a mediation procedure or an alternative dispute resolution mechanism prior to litigation.