



Terms and Conditions for Purchasing Tickets and Participating in DuoLife Events

These Terms and Conditions specify the rules for purchasing Entry Tickets and participating in Events held by DuoLife S.A.

Definitions:

Business Development Seminars, BDS – a one-day Event showcasing the foundations of Softmarketing and DuoLife Club activities.

Entry Ticket – a document entitling its holder to participate in a given Event.

DuoLife, Organiser, Seller – DuoLife S.A. with its registered office in Więckowice, ul. Topolowa 22, 32-082, entered into the National Court Register under KRS [National Court Register] No.: 0000443359, NIP [VAT] No.: 675-148-53-20, REGON [National Official Business Register] No. 122746305.

Order Form, Order – a document available at Events and at www.duolife.eu, used to request the purchase of an Entry Ticket.

Kick-Off – a one-day Event showcasing the capabilities of DuoLife.

Buyer – a natural person or entity indicated in the relevant Order.

Leadership Development Seminars, LDS – a three-day Event on personal development.

Fee – a financial commitment made by the Participant in connection with the Training Course provided to them, as indicated in the Order or Order Form.

Terms and Conditions – these Terms and Conditions.

Today for Tomorrow – a two-day Event on practical business education and celebration of success.

Junior Participant – an individual aged between 16 and 18 on whose behalf a guardian has completed the Order Form and paid the required Fee. The Junior Participant shall comply with the Terms and Conditions. At the Event, the Junior Participant shall be in the care of an adult or have their written consent for participation.

Participant – an adult natural person with full legal capacity who has booked an Entry Ticket and paid the required Fees.

Contract – the contract for the purchase/sale of an Event Entry Ticket.

DuoLife Event, Training Course – all events held by DuoLife or its business partners and by DuoLife Club Members, including in particular the following events: Health Clubs, "Żyję Świadomie" [I Live Consciously] conferences, SoftMarketing, DuoLife Workshops, Business Development Seminars (BDS) and Leadership Development Seminars (LDS), online meetings, and social media contacts.

1. General Provisions

1.1. To place an Order in the Online Store or through the Order Form, the Buyer shall read these Terms and Conditions and accept their provisions at the time of the Order.

1.2. DuoLife Online Store conducts retail sales via the Internet or at Training Courses as a bricks-and-mortar retailer.

1.3. The purchase of an Entry Ticket to the Training Course shall mean that the Participant has agreed to sign a statement concerning the rules of participation in the Training Course specified in the Terms and Conditions prior to its commencement.

1.4. DuoLife reserves the right to change the date of the Training Course without giving any reason.

1.5. All prices shown on www.duolife.eu subpages are gross prices (including VAT). The prices do not include shipping costs.

1.6. Orders for Entry Tickets are accepted via www.duolife.eu or the Order Form available at the Training Courses.

1.7. Orders via the website can be placed 24 hours a day, 7 days a week throughout the year. Orders via the order form can be placed during BDS and LDS.

1.8. The order shall be effective only if the Buyer has correctly filled in the Order Form and provided contact details, including the exact address, phone number, and e-mail address.

1.9. In the event that the data provided is not complete, the Organiser shall have the right to cancel the Order.

1.10. The Buyer agrees that the Seller may issue and send electronically the electronic image of settlement documents, including in particular VAT invoices with attachments, corrective VAT invoices with attachments, confirmations of purchase, proforma invoices, and forms. This consent shall also authorise the Seller to issue and send VAT invoices in electronic form pursuant to the Value Added Tax Act of 11 March 2004 (Dz. U. [Journal of Laws] of 2004, No. 54, item 535, as amended).



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1.11. Each time, the Buyer shall receive a VAT invoice in electronic form as a PDF file if they choose to receive it in the Order Form. To this end, the Buyer shall check the "I want to receive a VAT invoice" box and fill in the necessary data.

1.12. When placing an Order, the Buyer shall consent to place their personal data in the Seller's Online Store database in order to process them in connection with the execution of the Order. Failure to give such consent shall result in cancellation of the Entry Ticket and the Buyer's inability to participate in the Event.

1.13. Having placed an effective Order, the Customer shall receive an automatic Order confirmation response.

1.14. The Order execution shall start after the funds have been credited to the Organiser's account or the Order has been paid by payment card or in cash.

2. Application for Participation

2.1. Application for participation in the Training Course shall be submitted via the Order Form available at BDS or LDS, or via www.duolife.eu under the Events tab.

2.2. Applications are accepted according to the rules provided by the Organiser.

3. Fees and Payment Terms

3.1. In exchange for an Entry Ticket entitling the Participant to attend the Training Course, the Participant shall pay to the Organiser a fee in the form chosen by the Participant in the Order Form or at www.duolife.eu.

3.2. If the payment is not made, the Organiser reserves the right to suspend the performance of the Contract.

3.3. Each sale shall be followed by the issue of a corresponding final document.

3.4. The Organiser reserves the right to restrict the availability of the tickets and the method of payment for the tickets by disabling selected payment options on the website.

3.5. The Buyer may discount an Order for an Entry Ticket using funds from the Virtual Wallet, regardless of the type of the VAT invoice collected.

4. Commencement and Termination of the Contract

4.1. The Contract shall come into force upon payment in cash or by payment card and the crediting of the required amount of funds to the Organiser's account and shall expire at the end of the Training Course for which the Participant has registered.

4.2. It is forbidden to bring the following items to the Training Course site:

- a) weapon,
- b) alcohol,
- c) explosives and pyrotechnics,
- d) drugs and psychotropic substances,
- e) poisonous and radioactive agents,
- f) flammable liquids,
- g) other dangerous items and tools,
- h) other items which in the opinion of the Organiser may cause danger,
- i) own drinks and foodstuffs.

4.3. The Organiser reserves the right to disqualify from the Event those who:

- a) are prohibited to enter a mass event in accordance with applicable law,
- b) behave aggressively and/or pose a safety risk to other Participants,
- c) are, or there is a reasonable suspicion that they are, under the influence of alcohol, drugs, psychotropic substances, or other substances of similar effect, as well as those who consume alcohol or drugs on the premises and during the Training Course,
- d) possess items or substances not allowed at the event under applicable law or these Regulations,
- e) do not hold a valid ticket,
- f) in any way refer to or present an offer from a competing MLM company to other Participants,



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g) behave in a way that endangers the safety of other Event members or disrupt the Event.

5. Cancellation and Termination of the Contract and refund

5.1. The Contract between the Participant and the Organiser shall expire upon performance of its provisions concerning the selected Training Course.

5.2. The Organiser may cancel the Training Course without giving any reason. The Organiser notify the Participant of the cancellation by way of the relevant update on the MyDuoLife system, via social media, by phone, by e-mail, or in writing. In the case of cancellation, the Organiser shall refund the amount due for the Training Course made under the Contract within 30 working days from the date of notification of the cancellation or transfer the funds to the next Training Course upon prior consent of the Participant. The Organiser shall not incur any further liabilities due to the cancellation of the Training Course.

5.3. The Participant shall not have the right to terminate the Contract upon the commencement of the Training Course. In any such case, the Organiser reserves the right to retain the fee in its full amount.

5.4. Refund for the Entry Ticket to the Training Event after it has been paid, is possible only according to the rules described below:

5.4.1. The request for a refund of the paid fee was submitted by the Organiser in an effective manner within 14 calendar days from the date of purchasing the Entry Ticket and there are at least 30 calendar days left to the Event,

5.4.2. The cancellation is accepted only via electronic way after the Principal sends the information to info@duolife.eu,

5.4.3. The possibility to return applies only to fully paid Training Events,

5.4.4. The Customer Service will cancel the Order and explain in what way the paid funds will be returned. The payment for cancelling the purchase of the Entry Ticket will be made individually, after settling the costs incurred by DuoLife

5.5. In the case of not using the Entrance Ticket for an Event and not showing up at the Event on its start date by the Purchaser, the purchased Entrance Ticket is considered to have been used.

6. Time and Place

6.1. The time and place of the Event shall be as specified in the Order Form or at www.duolife.eu under the Events tab.

6.2. The Organiser reserves the right to make changes to the schedule, place, and hosts.

6.3. The Organiser shall have the right to postpone the Training Course without giving any reason.

6.4. In cases indicated in Sections 6.2. and 6.3., the Participant shall be duly notified of the change and shall have the right to withdraw from the Contract and demand a refund of the amount paid for the ticket. The demand shall be sent to the Organiser within 3 (three) working days from the date of notification of the change by DuoLife. After this deadline, the Participant shall be deemed to have agreed to the change concerning the Training Course.

7. Statements

7.1. By signing the Order Form or purchasing the Entry Ticket via www.duolife.eu, the Participant accepts the rules set forth in the Order Form and the Terms and Conditions and agrees to be bound by them under the Contract with the Organiser.

7.2. Prior to acceptance of the Order Form, the Participant shall represent that they have read the Order Form and ensured that it is complete and free of errors.

7.3. Prior to acceptance the Order Form, the Participant shall ensure that they understand the provisions of the Terms and Conditions. The Participant acknowledges that the acceptance of the Terms and Conditions is tantamount to entering into the Contract binding the Participant and the Organiser.

7.4. By placing an Order via www.duolife.eu, the Participant makes an offer to enter into a binding contract with the Organiser. The Participant and the Organiser shall be bound by Terms and Conditions upon the Participant's acceptance of the Order Form or confirmation of the Terms and Conditions at the purchase of the Ticket via www.duolife.eu.

8. Intellectual Property

8.1. All intellectual property rights used during the Training Course shall be the property of the Organiser or third parties cooperating with the Organiser.

8.2. During the Training Course, no intellectual property rights shall be borne by or attributed to the Participant. All intellectual property rights shall vest exclusively in the Organiser or a third party cooperating with the Organiser.

8.3. Any content provided to the Participant during the Training Course may only be used by the Participant for personal use for educational purposes. The Participant shall not be allowed to:



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8.3.1. reproduce any items of intellectual property,

8.3.2. record, copy or reproduce the contents of the Training Course without the written consent of the Organiser, sell or transfer to third parties any items of intellectual property.

9. Limitation of Liability

9.1. Subject to section 10, the Organiser shall be liable to the Participant only for damage caused as a result of the Organiser's acts or omissions.

9.2. The limitation of liability shall not apply to the Organiser's liability for:

9.2.1. death or personal injury caused by the Organiser's negligence;

9.2.2. unlawful acts;

9.2.3. breach of legal obligations;

9.2.4. any other acts for which the limitation of liability would be incompatible with the law.

9.3 The Organiser shall not be liable for the operation of the Internet used by the Buyer to purchase the Tickets.

10. Force Majeure

10.1. If the Training Course is disrupted or made impossible due to Force Majeure, and in particular due to fires, power cuts, floods, riots, strikes, epidemics, decisions of state authorities, and other unforeseen events beyond the Organiser's direct influence, the Organiser may postpone the Event to another date. The Organiser shall not be liable for the cancellation of the Event due to Force Majeure.

11. Complaints

11. 1. Any complaints about online ticket sales for Events regarding the operation of www.duolife.eu and the Event itself shall be submitted to the following e-mail address: szkolenia@duolife.eu.

The complaint shall include contact details of the Buyer and a description of the reason for the complaint.

11. 2. The Organiser shall consider the complaint and inform the Buyer about their decision within 14 days of receiving the complaint application. The Organiser shall send the Buyer the notification of the result of the complaint consideration by e-mail to the e-mail address specified by the Buyer in the complaint application.

12. Privacy Policy and Data Protection

12.1. All issues related to databases and personal data protection shall be governed in detail in the Privacy Policy available at www.duolife.eu.

13. Final Provisions

13.1. The provisions of the Consumer Rights Act of 30 May 2014 (Dz. U. [Journal of Laws] of 2014, item 827, as amended) and the Polish Civil Code of 23 April 1964 (Dz. U. [Journal of Laws] of 1964, No. 16, item 93, as amended) shall apply to all matters not governed by these Terms and Conditions.

13.2. The Seller reserves the right to suspend or terminate online ticket sales on the Seller's website, in particular due to the need to carry out maintenance, review, or expand the technical base.

13.3. The Seller reserves the right to amend the Terms and Conditions of online ticket sales. Any amendments to the Terms and Conditions shall come into force on the date indicated by the Seller, within a period of not less than 7 days from the date they are made available at www.duolife.eu. Orders placed before the effective date of amendments to

of these Terms and Conditions shall be executed on the basis of the provisions in force on the days of placing the order.

13.4. Any disputes arising from the application of these Terms and Conditions and in connection with the performance of contracts between the Seller and the Customers shall be considered by the court having jurisdiction pursuant to the provisions of subject-matter and territorial jurisdiction in accordance with the Polish Code of Civil Procedure of 17 November 1964 (Dz. U. [Journal of Laws], No. 43, item 296, as amended).

13.5. The Organiser reserves the right to introduce changes to these Terms and Conditions, with the proviso that contracts entered into before the change of the Terms and Conditions shall be governed by the version of the Terms and Conditions in force at the time of placing the order by the Buyer.

14. Appendices

14.1. Appendix 1 "Sample Withdrawal Form" constitutes an integral part of the Terms and Conditions.



DuoLife

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Appendix 1.

Sample withdrawal form

(this form is to be filled in and returned only if the consumer wishes to withdraw from the purchase/sale contract)

Recipient:

DuoLife Spółka Akcyjna
ul. Topolowa 22,
32-082 Więckowice near Kraków,

e-mail:

I hereby give notice of withdrawal from the contract for the purchase/sale of the following products:

Products:

Date of entering into the contract/Date of acceptance:

Order number:

Consumer name:

Consumer address:

Bank account number:

Signature of the Buyer*:

Date:

* (only if sent in paper form)

The above regulations are updated and valid since 16.03.2022

Let every day be a **special day...**