

**EMA**

Euro-Mediterran-Arabischer Länderverein
المنظمة العربية الأورومتوسطية للتعاون الاقتصادي
Euro-Mediterranean-Arab Association

General Terms and Conditions (GTC) of EMA e.V. for Business Delegations

Version: August 6, 2025

Dear Delegation Participant,

Please take the time to read these comprehensive General Terms and Conditions. By submitting your booking, you acknowledge and accept these terms, which are made available to you by EMA prior to booking. They apply to the **EMA business delegation to Saudi Arabia**, hereinafter referred to as the "Organizer", taking place **from October 12 to October 16, 2025**. These terms supplement and elaborate on §§ 651 a–m of the German Civil Code (BGB) and §§ 4–11 of the BGB-Information Regulation (BGB-InfoV).

1. Registration and Confirmation

- 1.1 By registering, you are submitting a binding offer to the Organizer to enter into a travel contract.
- 1.2 The registrant is also registering on behalf of all participants listed in the registration form and is responsible for their contractual obligations as for their own, provided they have accepted such responsibility through a separate and explicit declaration.
- 1.3 Upon successful registration, you will receive a booking confirmation.
- 1.4 EMA assumes no liability for cancellation fees related to canceled flights or hotel bookings.

2. Payment

- 2.1 Payment must be made no later than **14 business days** after registration. For registrations submitted on or after **September 24, 2025**, payment must be made within **7 business days** of registration. For bookings during the final week prior to departure, proof of payment is required.
- 2.2 If due payments are not made in full and you do not respond to a reminder, EMA reserves the right to withdraw from the contract.
- 2.3 Costs for additional services, such as visa procurement, are **not included** in the delegation price unless explicitly stated in the registration form. Such costs must be paid directly to the relevant authority issuing the visa.

3. Services and Prices

- 3.1 The scope of services included in the contract is based on the service descriptions provided. The Organizer reserves the right to modify these descriptions at any time prior to contract conclusion. The participant will be informed of any such changes before booking.
- 3.2 During the delegation, you will be supported on-site by EMA. Details, addresses, and contact numbers will be provided in the program documents.

4. Service and Price Changes

- 4.1 Minor changes or deviations from the agreed service content that become necessary after contract conclusion and are not made in bad faith are permitted, provided they do not significantly affect the overall nature of the agreed services. The Organizer is obligated to inform the participant promptly of any such changes.
- 4.2 The Organizer reserves the right to adjust the agreed price in the event of changes in relevant exchange rates as follows:
 - 4.2.1 If exchange rates change after the contract has been concluded, the price may be increased by the corresponding additional cost incurred by the Organizer.
 - 4.2.2 A price increase is only permissible if more than one month lies between the contract conclusion and the travel date, and if the underlying circumstances were unforeseeable and had not yet occurred at the time of booking.
 - 4.2.3 In the event of a subsequent price change, the Organizer must inform the participant immediately. Price increases made within **20 days** of departure are invalid. If the price increases by more than **5%**, the participant is entitled to withdraw from the contract. These mutual rights and obligations also apply in the event of permitted changes to significant services.

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4.2.4 The participant must assert these rights without delay after receiving notice of the price or service change from the Organizer.

5. Cancellation by the Participant

5.1 If you cancel or fail to participate for reasons not attributable to the Organizer (excluding cases of Force Majeure as described in Section 8), the Organizer may demand reasonable compensation for arrangements made and expenses incurred. Savings and any resale of services will be taken into account. The following cancellation fees apply for the Saudi Arabia business delegation:

- **50% of the total price** for cancellations **59 days** or fewer before departure
- **100% of the total price** for cancellations **29 days** or fewer before departure. The effective date is the date your written cancellation is received by the Organizer. We recommend taking out travel cancellation insurance.

5.2 Cancellation fees also apply if a participant fails to begin the journey on time due to a self-booked travel delay, or if the journey cannot be undertaken due to missing travel or health documents not attributable to the Organizer.

6. Replacement Participant

Up to **two days before departure**, the participant may request that a third party assume their rights and obligations under the contract. The Organizer must be notified accordingly. The Organizer may reject the replacement if the third party does not meet the requirements for the trip or if legal regulations or official directives prohibit the substitution. If a replacement participant is accepted, the Organizer may charge a flat administrative fee of **€100**. Both the original participant and the replacement shall be jointly liable for the total price and any additional costs incurred.

7. Cancellation by the Organizer

7.1 The Organizer may terminate the contract without notice if a participant disrupts the delegation despite a warning. This also applies to grossly inappropriate behavior. In such cases, the Organizer retains the right to full payment. Additional return travel costs must be borne by the disruptive party.

7.2 The Organizer may cancel the delegation up to **2 weeks before departure**. You will be notified promptly if it becomes clear at an earlier stage that the delegation cannot take place. Any payments made will be fully refunded.

8. Extraordinary Circumstances – Force Majeure

8.1 If unforeseeable force majeure (e.g. war, civil unrest, natural disasters) significantly impairs, endangers, or affects the delegation after contract conclusion, both the participant and the Organizer may cancel the contract. In this case, the Organizer will refund all payments without delay.

8.2 If termination or program changes due to force majeure occur after the trip has begun, the Organizer will take all necessary steps, including return transport if contractually agreed. Additional return travel and related costs are to be borne by the participant.

8.3 Travel advisories from the German Federal Foreign Office can be found at www.auswaertiges-amt.de or by phone at: +49 (0)30 5000-2000.

9. Passport, Visa, Customs, Currency & Health Regulations

9.1 The Organizer is responsible for informing German nationals of passport, visa, and health requirements, including changes, prior to departure. Nationals of other countries should consult their respective consulates.

9.2 The Organizer assumes no liability for timely issuance or delivery of necessary visas by consulates.

9.3 The participant is solely responsible for complying with all travel-related regulations. Any disadvantages (including cancellation costs) arising from failure to observe these are the participant's responsibility—unless due to incorrect or missing information from the Organizer.

9.4 Please check with the Organizer whether a passport is required and ensure your documents are valid for the required duration.

9.5 Customs and currency regulations can be very strict in some countries. Please ensure that you are fully informed and comply with all applicable rules.

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9.6 Some countries require specific vaccination certificates. Please contact the Organizer for relevant information.

10. Jurisdiction / Miscellaneous

10.1 The invalidity of any individual provision does not affect the validity of the contract or the remaining provisions of these General Terms and Conditions.

10.2 German law shall apply.

For questions or individual arrangements, please contact Dr. Abdelmajid Layadi (a.layadi@ema-germany.org).

EMA e.V. wishes you a pleasant and successful journey!

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