



# Terms of Participation, Payment and Cancellation Policy

## ToolBox Consulting Ltd. Events, Marketing and Tourism Development Activities

---

### General Reservation and Cancellation Conditions

These terms apply to all sales events, workshops, and marketing activities organized by ToolBox Consulting Ltd.

---

### Reservation

The reservation/order becomes binding once the client has registered via the online reservation system or confirmed the reservation/order in writing.

---

### Participants / Suppliers

Suppliers are responsible for presenting themselves with a **professional appearance** appropriate to the setup and image of the event.

Participants must be able to **negotiate and conduct meetings in English**, and they must have a **fully updated website in English** that reflects the company's products and services accurately.

Participants are **obliged to inform the representative of ToolBox Consulting Ltd. in advance** if, for justified reasons, they are **unable to attend the event in full**—for example, if they need to **leave the exhibition area, stand, or sales workshop temporarily**.

They must also **indicate the time of their return** to the event venue.

ToolBox Consulting Ltd. is **not required to make any separate arrangements or compensations** for the period during which a participant or company representative is absent.

Participants are **not permitted to alter or modify** the general setup or design of the **exhibition stand, sales workshop table, or its surrounding area**.

This includes any changes to **furniture, visual presentations, decorations, or display materials**.

Likewise, participants **may not order or bring in additional furniture, decorations, or visual materials** that differ from the standard setup provided by ToolBox Consulting Ltd., unless such arrangements have been **pre-approved in writing** by ToolBox Consulting Ltd.

All participants are required to **observe the general code of conduct** and **comply with local and national regulations** applicable at the event venue while attending any event organized by ToolBox Consulting Ltd.

---

## Participants / Buyers

Buyers are responsible for maintaining a **professional appearance and approach** appropriate to the format and objectives of the event.

They must be able to **negotiate and conduct meetings in English** and must have a **fully updated company website** that accurately represents their organization.

By registering, the buyer agrees to **provide sufficient and accurate information** about themselves and the company they represent, both **during registration** and **separately upon request**.

Once registered and officially accepted to participate in the event, the buyer agrees to **comply with all general and national regulations** related to the event, as well as with any **instructions and guidelines provided by ToolBox Consulting Ltd.**

The buyer must **inform the representative of ToolBox Consulting Ltd. in advance** if they plan or wish to **alter their participation, schedule, or any other aspect** that would differ from the standard event arrangements.

ToolBox Consulting Ltd. is **not obliged to organize or provide any alternative arrangements** outside of the official event program—this includes **transportation, excursions, accommodation, or meals** that differ from what has been previously communicated.

Buyers are required to **follow the official program schedule** and to **arrive punctually** at the designated meeting points and venues where official event activities are held.

---

## Price

Participation fees depend on the number of registered companies for each event.

Generally, the earlier a company registers, the more affordable the participation fee will be. Early registration also allows ToolBox Consulting Ltd. to confirm the event's implementation in good time, enabling participants to make necessary travel and accommodation arrangements.

ToolBox Consulting Ltd. will invoice the company registering for the total participation fee. The registering company is responsible for invoicing the participating suppliers within its region, destination, or cluster.

Prices normally include all on-site services.

Transportation, air tickets, and accommodation must be covered by participants individually.

---

## Payment and Cancellation Conditions (Buyers and Suppliers)

### Conditions for Payment



All prices are exclusive of VAT.

Signing up for the event is binding, even if the participant later cancels their participation.

Invoices are normally issued before the event, but in some cases, invoicing may also take place after the event, depending on when all total costs and subcontractor fees are received.

The service package must be paid in full by the due date.

If payment is not received on time, ToolBox Consulting Ltd. reserves the right to cancel the client's participation by notifying the client accordingly.

---

## **Changes and Cancellations**

All changes and cancellations must be made in writing.

The reservation/order constitutes a service package, the content of which is pre-arranged and may include, for example, a sales stand reservation, participation fee, transportation costs, and other event-related arrangements.

The service package always has an all-inclusive price, unless otherwise indicated.

---

## **Buyers and Cancellations**

Buyers have a specific final registration date and final cancellation date without incurring cancellation fees.

Cancellation fees may include costs such as accommodation, workshop participation, or tour arrangements made after the last free cancellation date.

Typically, this deadline is 2–4 weeks prior to the event.

---

## **Cancellation Fees (Suppliers and General Participants)**

If a client cancels their participation, the following cancellation fees apply:

| Date of Cancellation         | Fee Charged                                     |
|------------------------------|-------------------------------------------------|
| 91 days or more before event | No charge                                       |
| 90–60 days before event      | 25% of total service package value              |
| 59–46 days before event      | 50% of total service package value              |
| 45–30 days before event      | 75% of total service package value              |
| 29–0 days before event       | 100% of total service package value (no refund) |



## Special Events

In certain events where ToolBox Consulting Ltd. acts as a subcontractor or must purchase services from an external event producer, cancellation terms may differ from ToolBox Consulting Ltd.'s standard rules.

Typically, such events involve:

- Renting an exhibition stand of a specific size,
- Registering companies in the event's official system and prepayment of registration fees,
- Pre-booking and paying for accommodation and flight arrangements in advance.

In these cases, the company's registration is already binding, and the participation fee may need to be paid earlier than usual.

If cancellation occurs, refunds may not correspond to the full amount paid.

Special conditions will always be clearly stated during registration.

---

## Participation and Credit Policy

ToolBox Consulting Ltd. reserves the right to check the credit score of participating companies and to deny participation if the credit rating is low or unsatisfactory.

ToolBox Consulting Ltd. may also deny participation if:

- The company has previously failed to fulfill payment obligations to ToolBox Consulting Ltd.
- The company has outstanding payments related to earlier events or marketing activities.

---

## Force Majeure

Circumstances beyond the control of ToolBox Consulting Ltd.—such as strikes, official or unofficial labour disruptions, wars, fires, natural disasters, pandemics, or deficient subcontractor supplies—entitle ToolBox Consulting Ltd. to terminate the agreement without any obligation for compensation.

---

## Event Postponement

ToolBox Consulting Ltd. reserves the right to postpone the event due to Force Majeure circumstances or other exceptional reasons beyond its reasonable control that make the original event date impossible or impractical.

If the event is postponed, the participant's registration shall remain valid and

binding, provided that the new event date takes place within **six (6) months** of

ToolBox Consulting Oy

e-mail:kari.halonen@toolboxtravel.fi

[www.toolboxtravel.fi](http://www.toolboxtravel.fi)

Trade reg. nr./VAT FI3013795-6



the original scheduled date.

In such cases, participation fees already paid will automatically be transferred to the new event date. The postponement itself shall not entitle the participant to cancel the registration, request a refund, or claim any compensation, provided that the event is held within the above-mentioned six-month period.

If the event is postponed by more than six (6) months from the original scheduled date, the participant shall have the right to cancel the registration without cancellation charges and receive a full refund of any participation fees already paid to ToolBox Consulting Ltd.



# Registry Statement Toolbox Consulting Oy Personal Register And Register Report

ToolBox Consulting Oy,

Kalaonnentie 9 B 63, 02230, FINLAND

Business ID: FI3013795-6

## Person Maintaining The Personal Register

Kari Halonen, ToolBox Consulting Ltd.

## Purpose Of The Use Of Personal Data

ToolBox Consulting Oy [www.toolboxtravel.fi](http://www.toolboxtravel.fi) e-mail:kari.halonen@toolboxtravel.fi The purpose of personal data is to manage and maintain the customer relationship between ToolBox Consulting Ltd. and the User; Information and marketing for ToolBox Consulting Ltd. and its customers. The user's personal data from the personal register can be used alone or with the information of ToolBox Consulting Ltd. and other personal registers.

## Description Of The Registered Group

The personal register contains personal information about the persons collected by ToolBox Consulting Ltd.

## Description Of Information Related To The Registered

The personal register may contain the following information:

1. Personal information - The person's first and last name - Title - Address, postal code and place of business - Gender - Mobile phone number and/or telephone - Email address
2. Company information - Company - Position in the workplace - Job area in the company - Company industry - Street address, postal code and place of business of the company - Phone for work
3. Participations in measures organized by ToolBox Consulting Ltd.

## Data Transmission And Transfer

The controller will not disclose the information to third parties.

## Protection Of The Register

The databases in which the registry information is stored are protected by firewalls, passwords, and other technical means. The databases and their backups are located in a locked state. The controller shall ensure that only those employees of the controller and employees of companies acting on behalf of the controller have access to the information necessary for the performance of their duties.

## Right Of Inspection, Prohibition And Correction

ToolBox Consulting Oy

e-mail:kari.halonen@toolboxtravel.fi

[www.toolboxtravel.fi](http://www.toolboxtravel.fi)

Trade reg. nr./VAT FI3013795-6



The data subject has the right to check what information about him or her has been stored in the register. The request for inspection must be sent in writing and signed to the person responsible for registration matters. The request for verification may also be made in person at the controller's office at the above address. An inspection request can be made free of charge once a year. Requests for inspections shall be answered no later than one month after the request. Data subjects have the right to delete their data and the right to request the correction of incorrect data by contacting the person responsible for registry matters.

Helsinki 1.11.2025

ToolBox Consulting Oy / Ltd.