

LetzFair Platform Terms and Conditions of Use

Last update: 02/01/2026

1. Object and Scope of Application

1.1 Object

LetzFair S.r.l. ("LetzFair" or the "Provider") provides a digital platform in Software as a Service (SaaS) mode, accessible via website and iOS/Android mobile applications (the "Platform").

The Platform allows Event Organizers to manage conferences, trade shows, and communities, and enables Participants and Exhibitors (jointly, "Users") to interact, consult content, and network.

The Platform is accessible to:

- Natural persons registered or potentially interested in the event (the "Participants");
- Legal entities, companies, organizations, or professionals participating in the event as exhibitors, sponsors, or partners (the "Exhibitors").

The Platform aims to enable Participants and Exhibitors to:

- Share informational and promotional content;
- Interact with each other via digital networking tools;
- Get in touch before, during, and after the event;
- Develop and expand professional relationships.

These general terms and conditions (the "Terms of Use") govern the access and use of the Platform and the services offered by LetzFair (the "Services"), as well as the mutual rights and obligations of the parties.

Accessing, registering for, or using the Services implies full and unconditional acceptance of these Terms. If the User does not accept these Terms, they are invited not to use the Platform.

1.2 Scope of Application and Roles

The use of the Platform is regulated differently depending on the role held by the User.

1.2.1 End Users (Participants and Exhibitors)

If the User accesses the Platform as a Participant, Visitor, or Exhibitor ("End User"):

- The relationship is governed exclusively by these Terms and Conditions.
- The User acknowledges that the service is provided to them upon request and on behalf of the Event Organizer.
- The limitations of liability and indemnities described herein apply in full.



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1.2.2 Organizers (Clients)

If the User accesses the Platform as an Organizer (an entity that has entered into a Supply Agreement with LetzFair for the creation of the event):

- The technical use of the software is subject to these Terms regarding conduct rules, security, and intellectual property.
- Prevalence of the Commercial Contract: However, regarding economic conditions, service levels (SLA), warranties, liabilities, and data processing as a Controller, the provisions established in the separate "Service Supply Agreement" signed between the parties shall prevail.
- In the event of a conflict between these online Terms and the Supply Agreement, the provisions of the Supply Agreement shall prevail.

2. Provider Information

The Services are provided by: LetzFair S.r.l. Registered Office: Via San Domenico 14, 42121 Reggio Emilia (RE), Italy VAT ID: 02855410359 Support Email: info@letzfair.com.

3. Recipients and B2B Use

3.1 Legal Capacity

Access to the Platform is permitted exclusively to:

- Natural persons;
- Legal entities, bodies, or organizations, through individuals with the necessary powers of representation.

3.2 Professional Use (B2B)

The Platform is a professional tool intended for use in commercial and trade show contexts (Business-to-Business). The User declares to use the Platform within the scope of their commercial, entrepreneurial, or professional activity. Consequently, consumer protection regulations (e.g., Consumer Code) do not apply, unless otherwise provided by mandatory law.

4. Acceptance of Terms

Access to the Platform, registration, creation of an Account, or use of the Services implies full, integral, and unconditional acceptance of these Terms of Use.

Any partial, conditional, or non-conforming acceptance is considered void and without effect. Users who do not intend to accept the Terms must refrain from using the Platform.

5. Security and Infrastructure

LetzFair undertakes to adopt appropriate security measures. The server infrastructure hosting the data resides in Milan, Italy, guaranteeing data residency within the European Economic Area (EEA) unless specifically indicated otherwise.



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6. Registration, Account, and Security

To use the Services, it is necessary to have a personal account (the "Account"), which can be created:

- Directly by the User;
- By the Event Organizer, based on data provided by the Organizer.

The User undertakes to provide accurate, complete, updated, and non-misleading information, particularly their first name, last name, and a valid email address, which will constitute the Account's unique identifier.

LetzFair reserves the right to:

- Verify the User's identity;
- Suspend or deactivate Accounts containing inaccurate or incomplete data;
- Request additions or updates to the provided information.

The User is responsible for the confidentiality of their access credentials and for all activities carried out through their Account. Any use of the credentials will be attributed to the User.

In the event of unauthorized use of the Account or a security breach, the User must immediately inform LetzFair via the support contact listed in Section 2 of this document.

7. Duration and Termination

LetzFair reserves the right to suspend or close the User's Account immediately and without notice in the event of a violation of these Terms.

In the event of Account inactivity for a period exceeding 3 (three) years, LetzFair reserves the right to delete the Account and associated data.

8. Services and Features

LetzFair provides the Services according to the technical, operational, and functional methods deemed most appropriate, compatible with available resources. LetzFair reserves the right to modify or discontinue Services for technical maintenance.

8.1 Event Page

Users receive, via electronic communication, a link allowing access to the Event Page. Unless decided otherwise by the Organizer, access to content may continue even after the event has concluded.

8.2 Interactive Services

Based on the features activated by the Organizer, the Platform may include, by way of example:

- Publication of textual, multimedia, and promotional content;
- Networking and messaging tools;
- AI-based matchmaking systems;
- Event programs/agendas;
- Lists of Participants and Exhibitors;
- Interactive maps;
- Advanced analytics and reporting;
- Push notifications;



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- Surveys, questionnaires, and feedback;
- Assistance via AI-based chatbot: Data provided during the interaction may be processed for technical support and model training purposes, in compliance with the Privacy Policy.

9. Paid Services, Invoicing, and Cancellations

Some Services may be subject to payment. Prices are indicated within the Platform, net of VAT or other applicable taxes.

Payment is made via third-party payment providers. LetzFair does not store nor has access to payment data.

Unless otherwise agreed in writing:

- Payments are non-refundable;
- Account cancellation does not result in a refund for Services already used;
- Any subscriptions or recurring services cease at the expiration of the paid period.

10. Duration, Withdrawal, and Cessation

These Terms of Use remain fully valid and applicable for the entire duration of the User's access and use of the Services.

Users remain subscribed to the Services as long as their Account remains active.

Users may terminate their subscription and delete their Account at any time via the Platform. Upon cancellation, the User's Account and associated data will be permanently removed, subject to any retention obligations imposed by applicable law or LetzFair's data retention policies.

11. User Obligations

The User undertakes to:

- Use the Platform in compliance with the law, public order, and these Terms;
- Not publish illicit, defamatory, offensive, deceptive content or content infringing on third-party rights;
- Guarantee that they hold all necessary rights over the published content;
- Maintain correct and professional behavior even during physical events;
- Assume full responsibility for contacts established via the Platform.

12. Indemnification

The User agrees to indemnify, defend, and hold harmless LetzFair, its directors, and employees from any claim for damages, loss, liability, cost, or expense (including legal fees) arising from:

- Violation of these Terms by the User;
- Violation of third-party rights (including copyright or privacy) through content uploaded by the User;
- Improper or illicit use of the Platform.

13. Responsibilities and Limitations

13.1 Obligation of Means

LetzFair undertakes to provide the Services with the diligence required by the nature of the activity and according to SaaS industry best practices, assuming exclusively an obligation of means and not of result.

The User acknowledges that the Platform constitutes a technological tool to support the organization and participation in events and that the success, commercial outcome, or achievement of specific objectives do not depend on LetzFair.

13.2 Role of LetzFair and Event Liability

In general, LetzFair acts exclusively as the provider of the technological infrastructure and does not organize the hosted events. Therefore, for events organized by third parties, LetzFair is not responsible for content, logistics, or cancellations.

13.2.1 "LetzFair Events"

Exception If the event is organized and promoted directly by LetzFair, LetzFair assumes the role of Organizer. In this specific case:

- LetzFair will be responsible for the accuracy of content and logistical management of the event.
- The limitations of liability related to the technological nature of the service as per Art. 14 of this document remain unaffected.

13.3 Service Availability

LetzFair adopts reasonable technical and organizational measures to ensure Platform availability but does not guarantee that the Services will be:

- Continuous;
- Error-free;
- Accessible at all times;
- Compatible with third-party devices, software, or infrastructures.

LetzFair is not liable for interruptions or malfunctions due to:

- Scheduled or extraordinary maintenance;
- Hardware or software failures;
- Force majeure events;
- Telecommunication network interruptions;
- Third-party services.

13.4 Content and Data

LetzFair is not responsible for content published by Users or Organizers and is not subject to a general obligation of monitoring. The User acknowledges that using the Platform involves transmitting and archiving data via IT infrastructures and accepts the risks associated with the digital nature of the Services.

14. Exclusion and Limitation of Liability

14.1 "As Is" Service

The User acknowledges and accepts that the Platform and Services are provided "as is" and "as available," without warranties of any kind, express or implied. LetzFair does not guarantee that the Services will be uninterrupted, timely, secure, or error-free, nor that any defects will be corrected.

14.2 Exclusion of Indirect Damages

To the maximum extent permitted by law, LetzFair shall not be liable to the User for indirect, incidental, special, consequential, or punitive damages, including, but not limited to, damages for loss of profits, loss of customers, loss of business opportunity, loss of data, damage to image, or other intangible damages, arising from or related to:

- Access or use of the Services;
- Inability to access or use the Services;
- Use of or reliance on any material or content present in the Services. This applies regardless of the legal basis (contractual, extra-contractual, civil liability, warranties, negligence, or otherwise), and even if LetzFair had been advised of the possibility of such damages.

14.3 Economic Liability

Limits and Relationship with the Organizer LetzFair's liability is strictly related to amounts collected directly by LetzFair. Therefore:

- **Payments to the Organizer:** The User acknowledges that any payment made to the Organizer (e.g., ticket purchase, participation fees, booth rental, sponsorships) concerns an exclusive contractual relationship between the User and the Organizer. LetzFair is extraneous to such transactions. Consequently, LetzFair shall in no case be required to refund tickets, participation fees, or travel expenses in the event of Platform malfunction.
- **Free Services (User License):** For the use of the Platform and Services for which the User has not paid any amount directly to LetzFair, LetzFair assumes no liability and recognizes no compensation, except in cases of willful misconduct or gross negligence.
- **Paid Services (Direct):** Exclusively in the case where the User purchases additional or premium services by paying LetzFair directly, LetzFair's liability shall be limited to the amount actually paid by the User to LetzFair for the single service subject to the claim.

14.4 Mandatory Legal Limits (Willful Misconduct and Gross Negligence)

This exclusion of liability applies to the maximum extent permitted by applicable law. It is understood that this clause does not exclude or limit LetzFair's liability in cases of willful misconduct or gross negligence, death or personal injury caused by LetzFair's negligence, or for any other liability that cannot be excluded by law.

14.5 Severability and Risk Allocation

Each provision of these Terms providing for limitations of liability, exclusion of warranties, or exclusion of damages is intended to allocate risks between the parties. Such allocation constitutes an essential element of this agreement. Each of these provisions is severable and independent of the others and will continue to apply even if a limitation proves ineffective or invalid. The limitations of liability provided in this section apply even if a limitation fails its essential purpose.

15. Intellectual Property

All intellectual property rights related to the Platform, software, databases, trademarks, and content belong to LetzFair. By publishing content on the Platform, the User grants LetzFair a non-exclusive, worldwide, royalty-free, and sub-licensable license to use the content for the purpose of providing the Services.

16. Prohibited Behaviors

16.1 It is expressly forbidden to use the Services for purposes that involve, among other things:

- Carrying out illegal, fraudulent activities or activities that infringe on the rights or safety of third parties;
- Violating public order or current laws and regulations;
- Illegally accessing or "hacking" third-party IT systems or carrying out any activity aimed at damaging, controlling, interfering with, or intercepting all or part of third-party IT systems, compromising their integrity or security;
- Performing actions aimed at improving SEO positioning of third-party sites;
- Assisting, facilitating, or inciting, in any form or manner, one or more of the activities described above;
- And, more generally, any activity employing the Services for purposes other than those for which they were designed.

16.2 It is expressly forbidden to copy and/or use for one's own or third-party purposes the concept, technologies, data (in whole or in part), or any other component of the Platform and Services.

16.3 It is also expressly forbidden to:

- Interrupt, suspend, slow down, or compromise Service continuity;
- Hack or attempt to hack LetzFair's systems;
- Appropriate or hijack Platform system resources;
- Generate a disproportionate load on LetzFair's infrastructure;
- Attempt to bypass security and authentication systems;
- Commit acts that may damage the economic, commercial, or moral interests of LetzFair or other Users;
- Violate these Terms of Use in any way.

16.4 It is expressly forbidden to monetize, sell, assign, or license, in whole or in part, access to the Services or the Platform, as well as the information and content hosted and/or shared thereon.

17. Penalties for Violations

In the event of a violation of any provision of these Terms of Use or, more generally, of any law or regulation by the User, LetzFair reserves the right to take all measures deemed appropriate, including, but not limited to:

- Suspending, revoking, or preventing access to the Services by the User who committed the violation or participated in it;
- Deleting, in whole or in part, any Content linked to the violation in question;
- Taking any appropriate measure and initiating any legal action, including to obtain compensation for damages suffered;
- Informing, where applicable, competent authorities, cooperating with them, and providing all necessary information for investigations and the repression of illegal or illicit activities.

The User is informed and accepts that any violation of their obligations may, in addition to the consequences indicated above, result in the immediate termination of these Terms of Use by LetzFair, communicated by any written means.

18. Personal Data Protection (GDPR)

18.1 Privacy Roles for Third-Party Events

In the general case where the User participates in events organized by third-party clients of LetzFair:

- The Organizer acts as Data Controller.
- LetzFair acts as Data Processor.

18.2 Privacy Roles for "LetzFair Events"

In the event the User participates in events organized directly by LetzFair, LetzFair acts as Data Controller. Personal data will be processed for event management and direct marketing purposes as described in LetzFair's Privacy Policy, which the User is invited to consult.

19. Links and Third-Party Sites

LetzFair cannot in any case be held responsible for the technical availability or functioning of websites managed by third parties (including partners) that the User may access via the Platform. LetzFair assumes no responsibility for the content, advertising, products, and/or services available on such third-party websites. Users are invited to consult the terms and conditions of use and privacy policies applicable to such sites.

LetzFair is not responsible for relationships between Participants, Exhibitors, Organizers, and any advertiser, professional, or seller (including any partners) to whom Users may be directed via the



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Platform and will not participate in disputes with such third parties, particularly regarding participation in the Event, warranties, declarations, or any other obligation held by such third parties.

Furthermore, LetzFair does not guarantee and is not responsible for any transactions, agreements, communications, or contracts entered into directly between Users and third parties, even if such interactions were initiated via the Platform.

20. Amendments

LetzFair reserves the right to modify these Terms of Use at any time, at its own discretion. LetzFair will inform Users of such modifications via appropriate means, including, by way of example, notifications within the Application, emails to the address provided by the User, or notices published on the website.

Users who do not accept the modified Terms of Use must immediately cease using the Services and unsubscribe following the procedure provided in Section 8 (Duration and Termination). Any User using the Services after the entry into force of the modified Terms is considered to have accepted such modifications. The effective date of the modifications will be indicated in the relevant modification notice.

21. User License and Intellectual Property

21.1 License Grant

LetzFair grants the User a limited, revocable, non-exclusive, non-transferable, and non-sublicensable license to access and use the Platform exclusively for participation in hosted events.

21.2 LetzFair Ownership

LetzFair remains the sole owner of all intellectual property rights related to the software, source code, graphical interface, trademarks, know-how, and databases.

21.3 Prohibitions

It is expressly forbidden for the User to:

- Copy, modify, reproduce, or create derivative works from the Platform;
- Perform reverse engineering, decompilation, or disassembly of the software;
- Sell, rent, sub-license, or monetize access to the Platform or data contained therein to third parties.

22. User Data, Feedback, and Artificial Intelligence

22.1 User Content

The User retains ownership of uploaded content (e.g., photos, descriptions) but grants LetzFair a worldwide, royalty-free license to host, reproduce, and display such content for the purpose of providing the Service.

22.2 Statistical Data (Anonymized Usage Data)

LetzFair holds exclusive ownership of all aggregated and anonymized data derived from Platform usage (e.g., interaction metrics, usage statistics). LetzFair may use such data to improve the service, for research, or commercial purposes.

22.3 Feedback

Any suggestion or idea provided by the User to improve the Platform shall become the property of LetzFair, without any obligation of compensation to the User.

22.4 AI Features, Matchmaking, and Virtual Assistant

The Platform uses Artificial Intelligence (AI) algorithms and Generative AI systems for features such as contact suggestions ("Matchmaking") and automated chat assistance ("Chat Assistant"). The User acknowledges and accepts that:

- **Accuracy:** AI-generated content (including suggestions and chat responses) is produced automatically and may contain errors, inaccuracies, or outdated information ("hallucinations").
- **Nature of Assistance:** The Chat Assistant provides first-level informational support and does not replace professional judgment or qualified human assistance. The User is invited to verify critical information through official channels or by contacting LetzFair support directly.
- **Exclusion of Warranty:** LetzFair does not guarantee the correctness, completeness, or relevance of responses provided by AI and assumes no responsibility for decisions made by the User based on such information.

23. Specific Rules for Mobile App (Apple/Google)

If the Application is downloaded via Apple App Store or Google Play Store, the following additional provisions apply:

1. **Third Parties:** The contract is concluded between the User and LetzFair. Apple and Google are not parties to the contract and are not responsible for the functioning or maintenance of the App.
2. **Maintenance:** LetzFair is solely responsible for technical support. Apple/Google have no support obligations.
3. **Third-Party Beneficiaries:** Apple and Google and their subsidiaries are considered "third-party beneficiaries" of this agreement and have the right to enforce these Terms against the User in the event of a violation.



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24. Applicable Law, Competent Court, and Claims

24.1 Law and Forum

These Terms are governed by Italian law. Any dispute shall be submitted to the exclusive jurisdiction of the Court of Reggio Emilia.

24.2 Limitation Period

Any claim or legal action arising from the use of the Platform must be initiated within and no later than one (1) month from the event that generated the claim; after this period, the action is considered time-barred.