General Terms and Conditions (GTC)

of Sonic Grid Agency Entrepreneurial Company (limited liability) Version: 03/2026

Authoritative Language Clause: This English version is provided for informational purposes only. In the event of discrepancies, interpretation issues, or translation errors, the German version of these General Terms and Conditions shall prevail and be legally binding.

§ 1 Scope of Application

1. These General Terms and Conditions apply to all contracts between Sonic Grid Agency Entrepreneurial Company (limited liability) (hereinafter "Sonic Grid") and its customers in the fields of event production, marketing, technology, concept development, content creation, project management, and other agency services, as well as to Sonic Grid's own events, ticket sales, and gastronomic offerings.
2. Deviating terms and conditions of the customer shall apply only if Sonic Grid expressly confirms their validity in text form.
3. Consulting services, business consulting, keynote speeches, workshops, qualified supervision pursuant to the German Model Assembly Ordinance (MVStättVO), as well as photographic or artistic services by Peter J. I. Ooms are not subject to these GTC. Unless expressly agreed otherwise, such services are provided exclusively on the basis of separate contracts and the General Terms and Conditions of Peter Ooms – VISIONARY. These services are not rendered by Sonic Grid Agency Entrepreneurial Company (limited liability) and are not part of these GTC.

§ 2 Conclusion of Contract

1. A contract is concluded upon written or electronic acceptance of an offer issued by Sonic Grid by the customer, or upon acceptance of a customer's offer by Sonic Grid.
2. In the case of events, the purchase of a ticket or registration constitutes a binding conclusion of contract.
3. Amendments or extensions of the agreed services require text form.

§ 3 Services and Obligations

1. The type and scope of the agreed services (e.g. event production, organization, technology, personnel, catering, equipment, marketing or creative services) result from the respective offer or order confirmation.
2. Sonic Grid reserves the right to make program changes for organizational or technical reasons, provided such changes are reasonable.
3. Sonic Grid is entitled to engage external service providers.
4. The customer shall provide all relevant information in a timely, complete, and accurate manner and shall designate an authorized contact person.
5. Final participant numbers and planning-relevant information must be provided no later than 14 days prior to the event. A reduction of up to 10% is possible up to 7 days before the event.

§ 4 Sponsoring & Partnerships

1. Sponsoring services are agreed individually.
2. Sonic Grid assumes no liability for the effectiveness of sponsoring measures.
3. Results (e.g. reach, interaction) are documented based on agreed key performance indicators (KPIs).
4. Sponsoring details are confidential and may be published only with prior consent.

§ 5 Tickets, Admission and Participation Conditions

1. Admission is granted only upon presentation of a valid ticket or registration.
2. Tickets are personalized and non-transferable unless expressly stated otherwise.

3. The return or exchange of tickets is excluded to the extent permitted by law. Mandatory statutory withdrawal or rescission rights of consumers remain unaffected.
4. Sonic Grid reserves the right to refuse admission if visitors violate house rules or safety regulations.

§ 6 Accessibility & Inclusion

1. Sonic Grid endeavors to design events to be accessible.
2. Special needs must be communicated in due time.
3. A guarantee of complete accessibility does not exist.

§ 7 Third-Party Services

1. The involvement and coordination of subcontractors by Sonic Grid shall take place only upon express agreement.
2. If the customer independently commissions external service providers, the customer bears responsibility for their selection, supervision, and performance.
3. Sonic Grid assumes no liability for services rendered by third parties not commissioned by Sonic Grid.
4. Monitoring or controlling external service providers by Sonic Grid is subject to separate remuneration.

§ 8 Safety, House Rules and Awareness

1. Drugs, weapons, pyrotechnics, glass bottles, and dangerous objects are strictly prohibited. Violations may result in exclusion and, where applicable, police involvement.
2. Sonic Grid exercises house rights. Instructions issued by staff must be followed.
3. Sexual harassment or violence will not be tolerated. Incidents may be reported to the security team or information point. The phrase “Is Luisa here?” serves as a confidential request for assistance.
4. Violations of these rules result in immediate exclusion.

§ 9 Contractual Penalties / Damages

1. In the event of serious violations of safety or awareness rules, Sonic Grid may claim damages if costs or losses are incurred as a result.

§ 10 Sustainability

1. Sonic Grid is committed to resource-conserving planning. Customers are encouraged to support sustainable solutions (e.g. waste separation, public transport use, carpooling).

§ 11 Performance Time and Force Majeure

1. Performance times are non-binding unless expressly agreed in writing as binding.
2. Events of force majeure (e.g. pandemics, natural disasters, governmental orders, supplier failures, strikes) entitle Sonic Grid to postpone services or withdraw from the contract.
3. If additional effort arises due to circumstances attributable to the customer, Sonic Grid may charge the additional expense.

§ 12 Advance Payments and Payment Terms

1. All prices are exclusive of statutory value-added tax.
2. Sonic Grid is entitled to request advance or prepayments. Failure to make timely payment releases Sonic Grid from the obligation to perform.
3. For larger projects, Sonic Grid may issue interim invoices.
4. Invoices are payable without deduction within 7 working days after invoicing and performance of services.
5. Tickets must be paid in advance.
6. In the event of default, Sonic Grid charges default interest at a rate of 9 percentage points above the base interest rate, plus a reminder fee of EUR 40.00 per reminder.

§ 13 Cancellation

1. Free cancellation is excluded to the extent permitted by law.
2. Cancellations require text form.
3. For cancellations by entrepreneurs within the meaning of § 14 of the German Civil Code (BGB), the following lump-sum compensation applies:
    - 60–48 days before the event: 35% of the order value
    - 47–15 days before the event: 50%
    - 14–8 days before the event: 75%
    - from 7 days before the event: 100%
4. Consumers retain the right to prove that Sonic Grid incurred no damage or significantly less damage. Mandatory statutory withdrawal or rescission rights remain unaffected.
5. In all cases, the customer may prove that a lower amount of damage was incurred.

§ 14 Withdrawal by Sonic Grid

Sonic Grid is entitled to withdraw from the contract for good cause, in particular if:

1. agreed advance payments are not made,
2. force majeure prevents performance,
3. safety or production risks arise that render performance impossible.

§ 15 Food & Drinks

1. At certain events, Sonic Grid offers food and beverages itself or through external partners.
2. Bringing one's own food or drinks is not permitted.
3. Alcoholic beverages are not served to minors.
4. Information regarding allergies or intolerances must be provided in due time.

§ 16 GEMA and Copyright Usage

1. For events involving music, registration with GEMA is mandatory.
2. For Sonic Grid's own events, Sonic Grid undertakes registration and settlement with GEMA.
3. For customer-commissioned events, the customer is responsible for GEMA registration and fees unless expressly agreed otherwise.
4. If the customer is the event organizer, the customer indemnifies Sonic Grid against all claims by GEMA or other collecting societies.
5. The same applies to copyright usage of image, audio, or video material.

§ 17 Liability

1. Sonic Grid is liable for intent and gross negligence; in cases of slight negligence only for breaches of essential contractual obligations.
2. Liability is limited to foreseeable, contract-typical damages; liability for injury to life, body, or health remains unaffected.
3. Liability for lost or damaged items exists only to the extent required by mandatory law.
4. Participation in events is at the participant's own risk, to the extent permitted by law.
5. Sonic Grid assumes no liability for consulting, supervisory, or other services not expressly included in the contract concluded with Sonic Grid.
6. Sonic Grid is liable exclusively with the corporate assets of Sonic Grid Agency Entrepreneurial Company (limited liability), to the extent permitted by law.
7. Liability under the Product Liability Act remains unaffected.

§ 18 Photo and Video Recordings

1. During events, photo and video recordings may be made by Sonic Grid or commissioned third parties.
2. These recordings may be used for documentation, public relations, self-promotion, and publication on websites, social media, and other digital or analog media of Sonic Grid.

3. By participating, visitors consent to the creation and use of such recordings unless they expressly object in individual cases.
4. Visitors may object on site by means of awareness wristbands, designated camera-free zones, or by informing event staff. Reasonable efforts will be made to respect such objections.
5. Archival, artistic, or documentary photography by Peter J. I. Ooms is not part of Sonic Grid's services and is subject to separate contractual arrangements.

§ 19 Cloakroom and Lost Property

1. Sonic Grid assumes no liability for items left in the cloakroom or lost property.
2. Lost items are stored for up to four weeks after the event.

§ 20 Data Protection

1. Personal data is processed in accordance with applicable data protection laws, in particular the General Data Protection Regulation (GDPR), and the privacy policy of Sonic Grid Agency Entrepreneurial Company (limited liability).
2. Data subjects have the statutory rights pursuant to Articles 15–21 GDPR (access, rectification, erasure, restriction of processing, objection, data portability).
3. Consent given may be revoked at any time with effect for the future.

§ 21 Final Provisions

1. Amendments or supplements to the contract require text form.
2. Should individual provisions of these GTC be invalid, the validity of the remaining provisions shall remain unaffected. The invalid provision shall be replaced by a provision that most closely reflects the economic intent.
3. The place of jurisdiction for merchants and legal entities is, to the extent permitted by law, the registered office of the company.
4. German law applies exclusively, excluding the UN Convention on Contracts for the International Sale of Goods (CISG). Mandatory consumer protection provisions remain unaffected.
5. The contractual language is German.
6. The activity of a qualified supervisor within the meaning of the MVStättVO is not part of these GTC and is subject exclusively to separate engagements.