

Special agreement

**Cancellation conditions**

**COVID-19**

**SYMA-SYSTEM GmbH**

# Introduction

The following goodwill solutions serve as a situation-related measure due to the Covid-19 pandemic, they apply in amendment of the relevant legal provisions, in particular § 1168f ABGB (General Civil Code) and independently of the GTCs of SYMA-SYSTEM and are initially valid until the June of 2022.

The aim is to create planning security and clarity in these uncertain times, together with you as our partner.

We will be happy to answer any questions you may have.

# We differentiate...

Cancellation - without make up date

- Order is canceled (without regulatory ban)
- There is NO make up date

Cancellation - with make up date

- Order is canceled / postponed (without official ban)
- There is already a make up date
- Syma system receives the follow-up order

Cancellation - official ban of the event

- Order is canceled because the execution is prohibited by the authorities.

# Cancellation without make up date

from commissioning until 8 weeks before the event

- 90% of the order value is waived
- 10% of the order value will be charged for own services already rendered (plans, sales and logistical preliminary services)
- Charging of costs incurred by sub-partners (service providers, forwarding agents, etc.)

from 8 weeks before the event

- Service costs (transport, assembly/disassembly) are waived at 100%.
- Rental costs are charged at 60%
- Costs incurred by sub-partners (service providers, forwarding agents, etc.) will be passed on to the customer

from 3 weeks before the event

- Transport costs are waived at 100%
- Rental costs are charged at 90%, assembly/dismantling at 40%.
- Costs incurred by sub-partners (service providers, forwarding agents, etc.) will be passed on to the customer

# Cancellation with make up date

Requirement: make-up date must be in writing and within 6 months

from commissioning until 8 weeks before the event

- No calculation of the cancellation costs
- Contract will be rewritten to a new date

from 8 weeks before the event

- Service costs (transport, assembly/disassembly) are waived at 100%.
- 60% of the rental costs will be charged
- 50% of the cancellation amount will be offset for the next order (with the same volume)
- Costs incurred by sub-partners (service providers, forwarding agents, etc.) will be passed on to the customer

from 3 weeks before the event

- Transport costs are waived at 100%.
- Rental costs are charged at 90%, assembly/disassembly at 40%.
- 25% of the cancellation amount will be offset for the next order (with the same volume)
- Costs incurred by sub-partners (service providers, forwarding agents, etc.) will be passed on to the customer.

# Cancellation official ban

No time limit

- Charging on of own work already performed (plans, sales and logistical inputs)
- On-charging of costs incurred by sub-partners (service providers, forwarding agents, etc.)

**I hereby acknowledge the extraordinary cancellation policy regarding Covid-19.**

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Date, place, legally valid company signature

**We build  
inspiration**