

Terms & Conditions

1. General

When you use one or more parts of the SportsEvent platform, you are subject to the following terms and conditions. The SportsEvent platform includes SportsEvent's apps for iOS and Android devices, as well as the EventMaker portal and underlying systems.

The terms and conditions include both EventMakers, who schedule and offer events, users of SportsEvent's apps and participants in events offered through the SportsEvent platform and relate to the use of the services provided through the entire SportsEvent portal.

EventMakers, who offers events through the SportsEvent portal, can determine additional conditions that apply to specific events. Such additional conditions will appear in the description of the event in question. Whatever additional conditions may be laid down for individual events, the conditions on this page apply.

For information on the processing of data please refer to our privacy policy below.

Definitions

- **SportsEvent onlatform:** The SportsEvent platform is a comprehensive tool for planning, publishing, registering and participating in sports events. The platform includes SportsEvent apps, EventMaker portal and underlying systems. The platform is owned and operated by GEOTRAIL Event Aps.
- **SportsEvent apps/applications:** The SportsEvent app is an application for smartphones and other smart devices. The app is available in two versions for Apple devices (offered in the App Store) and Android devices (offered in the Google Play Store). Users of the SportsEvent app have the opportunity to view events, join events, attend events, view results lists and share results on social media. Download the SportsEvent app is free and it's free to create a user profile in the app.
- **EventMaker portal:** Through the EventMaker portal, organizers can plan, publish, and manage events.
- **EventMaker:** EventMaker is our term for event organizers, who plan and publish events through the SportsEvent portal. To be approved as EventMaker, you must create a free profile for the EventMaker portal. After that, you have access to plan events. Each event must be approved for release by our event team before it is published to the SportsEvent app.
- **Users of the SportsEvent app:** You are considered a user of our app(s) once you have downloaded the app and created a free user profile. A user profile can be created either through email address or through a pre-existing profile Facebook-, iTunes/Apple- or Google-account. The user profile includes name, username, email address, password, gender (used to divide results by gender) and optional profile picture.
- **Participants:** You are considered a participant, when you are registered for one or more events via the SportsEvent app(s).
- ✓ **Events:** Events offered by organizers through the SportsEvent platform include a wide range of different types of sports activities, all of which are characterized by having the time factor as the primary competitive parameter. The EventMaker is responsible for all matters related to the events offered, including compliance with applicable laws and regulations, obtaining required permits, instruction of participants and any officials, and correct information about the event in the SportsEvent apps. For each event, the following characteristics are defined in in the SportsEvent app:
 - **Start:** A physical location defined by a point and a radius where participants must be located to start the activity, as well as a period during which participants can begin the activity. Timekeeping cannot be started outside the starting area or outside the specified period.
 - **Finish:** A physical location defined by a point and radius where participants must be located to end the activity, as well as a period during which participants can end the activity. Timekeeping cannot be completed outside the target area or outside the specified time. However, it is possible to interrupt the activity if you wish to leave after starting without completing the event. If you interrupt the activity, your result is not recorded in the results list. It will not be possible to restart the activity and participant fee will not be refunded.

- **Route:** For events that include a defined route, this will be visible in the SportsEvent app for participants participating in the event. In the description of the event in question, the organizer may specify that the route must be followed closely or that the route is indicative.
- **Control points :** a physical location defined by a point and radius that participants must pass during the event. If the event includes a defined route, checkpoints are placed on the route. Approved completion of an event requires that the participant has passed and has been registered at all checkpoints. Control points are visible in the SportsEvent app for that event and change color from red to green once the participant's passage is recorded.
- **Timing:** Timing is started and ended by the participant. Timing can be started within the specified time frame, when the starting area open, when the participant is enrolled in the event and is physically in the starting area. Timekeeping can be completed within the specified period when the finishing area is open, once the participant has completed the established route and passed established checkpoints and is physically within the target area.
- **Registration deadline:** Event registration can be completed once the event is published in the SportsEvent app and until the registration deadline.
- **Number of participants:** The organizer may have set a maximum number of people who can register and participate in that event.
- **Price:** The price for registration and participation in an event (participations fee) is determined by the organizer. The price includes management expenses related to payment depending on the payment option selected (credit card, Apple Pay, or Google Pay).
- **Description:** The organizer's description of the event includes important information to the participants about the event and any additional guidelines to be followed by participants.

2. Users and participants

User profil

To use the features of the SportsEvent app, create a user profile through the app. You are responsible for keeping the information on the user profile up to date and keeping login information safe.

Online registration

In the SportsEvent app, you can register for events offered by EventMakers via the SportsEvent portal.

Check your registration

When registering for events, it is important that you check that the registration has gone through correctly. You do this partly by verifying that you have access to the desired event after registration and that the amount is correctly drawn into your bank account, depending on the payment solution you have chosen.

Payment/prices and handling fee

Participation price is set by EventMaker and includes both the participation fee as well as the management fee for sports event and for the payment operator. The payment for your online registration will be deducted from your bank account within accordance with the chosen payment solution. The registration fee at exercise events is generally VAT-free, according to Danish legislation on amateur sports. It is the sole responsibility of EventMaker to deal with VAT matters and, if applicable, settlement thereof for each event. GEOTRAIL Event Aps is not liable for the relationship between the participant and the EventMaker.

The agreement

A binding purchase agreement is in effect between the EventMaker and the participant once your payment has been received and registered with GEOTRAIL Event Aps and you have received an order receipt.

GEOTRAIL Event Aps is solely the mediator of services on behalf of the EventMaker via the SportsEvent portal. GEOTRAIL Event Aps and SportsEvent are not the organizer of the events offered. All issues regarding events are

only handled by the respective EventMaker. This means that the organizer is your contracting party, and it is therefore EventMaker - not GEOTRAIL Event Aps or SportsEvent - who are responsible for the performance of the agreement. All matters relating to the performance of the agreement must therefore be clarified directly with EventMaker. Who is EventMaker is shown af eventbeskrivelsen.

Right of withdrawal

Agreements for participation in events are not subject to the right of withdrawal.

Reimbursement of initial participation fees is therefore non-refundable by GEOTRAIL Event Aps or SportsEvent. It is up to EventMaker whether there are any special circumstances that state whether EventMaker will reimburse deposited registration fees. GEOTRAIL Event Aps is exclusively the intermediary **through the SportsEvent portal of registration and participation** between EventMaker and participant. In the case of questions or comments relating to the events, please contact the eventmaker in question. For cancellation, please refer to the responsible EventMaker for further information and any refund – GEOTRAIL Event Aps or SportsEvent cannot be held responsible for this.

Cancellation

An event is cancelled if the event is not held at all. Changes in the route, the location, time/date, partial implementation of the event, etc. are thus not a cancellation and the money is not normally refunded. In exceptional cases of strikes, quarantines, epidemics or natural disasters that make an event impossible, it is up to the event EventMaker to decide whether the participation fee should/be refundable to the participants **whether "Force Majeure"** can be claimed and no claim will be made against GEORAIL Event Aps or SportsEvent if EventMaker cannot or will not refund the entry fee. Registration fee if subject to registration is not refundable.

Refund

If refunds are made due to cancellation, please refer to EventMaker's terms of participation. If a refund is required, this is usually done by GEOTRAIL Event on behalf of, and on instructions, from EventMaker. The refund is made to the payment card used to purchase the registrations. GEOTRAIL Event Aps or SportsEvent is **not liable** to you for your loss as a result of EventMaker's **suspension of payment**, bankruptcy, cancellation of the event or as a result of any other defects in the arrangement. You thus agree to be barred from making such claims against GEOTRAIL Event Aps and SportsEvent. Participation fees, other fees, cancellation insurance and any shipping costs paid in connection with the ticket purchase will not be refunded in the event of cancellations/transfers.

Liability

GEOTRAIL Event Aps and SportsEvent assume no liability to you beyond what is stated and mandatory legislation, and **cannot be held liable for indirect loss or consequential damages.**

Reservations

GEOTRAIL Event Aps reserves the right to cancel issued tickets in return for a refund of the ticket price and fees. GEOTRAIL Event Aps makes reservations about errors in information about prices and for sold-out events. GEOTRAIL Event Aps is solely responsible for **any direct loss suffered by the participants** whose liability is in accordance with the general rules of Danish law. GEOTRAIL Event Aps' liability in such cases is limited to the participating fee paid.

Data privacy

SportsEvent only collects information to process your registration for an event, **as well as to maintain a normal relationship between participant and organizer.** The information will never be forwarded or sold to third parties **except for the total sale of the SportsEvent platform to new owner.** EventMaker has access to limited information about participants in the specific events for which EventMaker is responsible.

Payment options

When you sign up for an event, payment can be made via Apple Pay, Google Pay or credit cards supported by our payment service provider BrainTree.

Reservations for defects

GEOTRAIL Event Aps and SportsEvent are not subject to any errors and deficiencies in prices and event descriptions.

Vigilance

Participants in events must be vigilant in adapting their participation in events according to EventMaker's instructions as well as the current conditions on the site of the event - including special care in relation to traffic conditions and the nature of the route to avoid damage or accidents. In any case, the participant must comply with traffic rules and avoid engaging in situations that may be dangerous. Participants must also pay attention to other participants, road users, officials, and spectators. GEOTRAIL Event Aps and SportsEvent cannot be liable in relation to damages incurred by the participant before, during or after participation in an event.

Customer Service - contact us

For more information about GEOTRAIL Event Aps and SportsEvent see the AboutUs-page.

3. EventMakers

General

As an EventMaker, you have access to the SportsEvent EventMaker portal and must comply with the Terms & Conditions and privacy policy set out here on the EventTerms page. The EventMaker portal is designed for professional use by companies that conduct planning and running of sports events in amateur sports.

EventMaker profile

To access the EventMaker portal, you must create a free EventMaker profile. You are responsible for keeping the information in your profile accurate and up to date as well as keeping login information safe. Access to the EventMaker profile is personal and may not be transferred to others. You are responsible for all actions taken through your profile.

Your obligations as EventMaker

As an EventMaker, you and your company must comply with the Terms & Conditions on this page as well as the privacy policy. This includes:

- Enter correct information when creating a profile through the EventMaker portal and ensure that this information is kept up to date.
- Actively offer events through the SportsEvent portal.
- Conduct published events in accordance with the description of the events in question in order to meet participants' expectations.
- Ensure that published events comply with the applicable rules of the venue they are held, as well as arrange the start, routes, finish and other locations in the event in accordance with the current conditions on site during the period of the event.
- Ensure appropriate consistency between the description of events and the factual implementation.
- EventMaker is assumed to have conducted physically reconnaissance of the venue of published events and ensured that the event can be conducted appropriately, legally, responsibly and in a safe environment.

Exclusion

GEOTRAIL Event Aps reserves the right to strip access to the EventMaker portal from EventMakers that do not actively offer events or do not comply with the terms of this page

Event planning

Events are planned in the EventMaker portal, where EventMaker provides the following information for the event:

- Event picture (upload)

- Event title/name
- Event type
- Number of participants
- Deadline for registration
- Event participation fee
- Route length
- Start time (start open from/to)
- End time (finish open from/to)
- Starting point address (must be map-fixed and available via Google Maps and corresponding map services)
- Event description
- Terms for participation (additional conditions in addition to the conditions on this page)

Planning event map module

In addition to the information above, the EventMaker must provide the following information about planned events in the event's map module (this information is shown to the participant during the event):

- ✓ Route (uploaded as GPX file)
- ✓ Starting area (participants must be in this area to start participating in the event).
- ✓ Finish area (participants must be in this area to complete participation in the event).
- ✓ Checkpoints (points that participants must pass during the conduct of the event).
- ✓ Points of interest (information for participants on specific points along the route).

Publishing events

In order for participants to view and register for events, events must be published in the SportsEvent app. The publication is carried out by SportsEvent on the request from of EventMaker.

When you have finished planning an event in the EventMaker portal, you can set it up for publication. The event team at SportsEvent will then review the planned event. Until an event has been approved for publication, it will have the status “pending” and will not be visible in the SportsEvent app. If the event is approved to be in accordance with the conditions on this page, EventMaker will receive an invoice equal to the amount of publication of events within two working days. Once timely payment has been received from EventMaker, the event will be published within 2 working days.

Any changes to the event after it is published must also be approved by SportsEvent, after which the event is re-published with the desired changes.

Transfer of participant payments

Participant payments status is listed in the EventMaker panel, which shows the proportion of payments accrued to EventMaker and the share covering management costs.

The share of participant payments due to EventMaker is transferred by Geotrail Event Aps to EventMaker 14 calendar days after the event is completed to the bank account provided by EventMaker in its profile on the EventMaker portal. This 14 days buffer time shall ensure that all participant payments have been received and recorded prior to the payment amount.

The date of the end of the event is the last of the two dates when participants can start and end participation in the specific events.

Communication with participants

EventMaker has access to send push notifications via the SportsEvent app to participants in events organized by the EventMaker. EventMaker is responsible for ensuring that messages comply with applicable law, are kept in a sober and respectful tone, and comply with the privacy policy guidelines below. Push messages may contain information about the event in question as well as information about upcoming events organized by the EventMaker in question and likely to be of interest to the recipient. Push messages may not be used for information not related to events organized by the EventMaker in question via the SportsEvent portal. As an EventMaker, you are responsible for sending information to participants. Push messages are sent in your name and have nothing to do with our service. It is not permitted to send advertising/promotion emails about products and other services to participants in addition to current and upcoming events offered through the SportsEvent portal. Sending messages must have event-related content and be relevant to the participants' participation in your events.

Participant data

As an EventMaker, you have access to certain limited participant data. These may not be exported to other systems or transferred to any 3rd party.

Privacy Policy

1. Collection and processing of personal data

In general, personal data about you are collected and processed when you create and fill out a profile, register for events and make corrections, make purchases etc. through the SportsEvent portal. Read below for more information about what we collect and what we use the information for.

As a private individual, you have several rights in relation to your personal data. For example, you have the right to change incorrect data, the right to access what data we hold about you, and the right to have your data deleted if it is no longer necessary, for example, your participation in an event.

Information received in connection with event registration is carried out on behalf of one or more event EventMakers, and therefore the information about your entries will also be available to these specific EventMakers. We make sure that each EventMaker only has access to the information related to your registration for their particular event. In addition, we ensure that all EventMakers are informed about the Personal Data Act and presented with some of its important aspects before they can access our systems.

All communication between you as a user of the SportsEvent app takes place in the closed system that is made up of the overall SportsEvent portal. This also applies when EventMakers access the systems, so that your data is always best protected from unauthorized persons.

By signing in to your profile in the SportsEvent app, you have the ability to maintain your data so that it is always correct and up to date. You are also welcomed to contact us in case of any questions.

2. Profile information

Your user profile at SportsEvent contains the most important information we and EventMakers need to manage your sign-ups and gather your results:

- ✓ First name and last name: Used to identify you as a participant, on results lists and on event day
- ✓ Gender: Used for the division of men/women for competitive purposes
- ✓ Email: Our primary communication with you is via email, and the email address also serves as a login to your online profile at SportsEvent.
- ✓ Password: Your password to log on to your SportsEvent profile is stored securely, so it is impossible to read what the code is (also for SportsEvent) or if unauthorized persons should obtain the data illegally.
- ✓ Third Party Login: If you have chosen to link your Facebook account, Google Account or Apple Account to your SportsEvent profile, we will save a permission (a so-called token) from the third party operator and your user ID. You can remove the connection in the app settings at any time, thereby deleting it.
- ✓ Profile pictures: You have the option to post profile pictures of yourself on your profile.

3. Registration for events

When you register for an event, we collect information specifically for this event to be used for the event and to preserve the results of the event afterwards. The information collected varies from event to event but includes one or more of these categories:

- ✓ History of your registration (choice of event, form of payment and payment status).
- ✓ History of your participation (event started/completed event/interrupted event, recorded time and crossing of control points).

4. Orders and payment cancellations

When you sign up with an event via SportsEvent, it is stored as an order in our system. The order contains the relevant information about registration, purchases, prices, discounts, etc. The order is associated with your SportsEvent profile and you can therefore always find previous orders again.

For accounting purposes and financial reasons, it is not possible to delete an order.

SportsEvent never stores and stores your credit card information.

5. Results and GPS data

At a wide range of events, SportsEvent offers timekeeping service, where we electronically via the SportsEvent app record the time it takes you to complete the event, so you can be compared to the other participants.

the recorded times are used to calculate your individual result in the event, and this result is shown on your personal profile and in the event's results list, which is visible to other participants in the SportsEvent app.

6. Publicly available information

In general information in participant lists and results lists can be displayed publicly in the SportsEvent app, from which it is possible to share it for example on social media. The purpose is that all participants in an event can see who they are competing with (name), on what terms (gender) and how they perform in the competition (results) and can share the result and information with others.

This list below is not necessarily exhaustive, but the public information will always be of this type. Personal information that is unauthorized from a competition perspective will not be displayed to the public, nor will contact details such as address, telephone number, email, etc. be published:

- Registered event
- Name
- Gender
- Profile picture you have posted to your profile
- Photos taken of you on event day in the public domain
- Results: Recorded times (start, finish), and calculations based on these (e.g. speed, locations, etc.)

7. Information from SportsEvent and EventMakers

Newsletters and push notifications from SportsEvent

SportsEvent rarely sends out general email newsletters to either all or selected profiles. Only profiles that have consented to receive newsletters will receive these emails from SportsEvent. It is possible to withdraw your consent to the newsletters at any time, either via your profile or via a link at the bottom of the email.

SportsEvent also rarely sends out general push notifications in the SportsEvent app, to either all or selected profiles. As these messages in general deal with important information about your use of the SportsEvent portal, they are sent out regardless of whether you have opted out of the general newsletters.

Push notifications from EventMakers

EventMaker can send out push notifications with practical information regarding your participation in the event or information about upcoming events. These messages are broadcasted via the SportsEvent app, but are authored and broadcasted by the specific EventMaker. As the messages are only broadcasted through the SportsEvent app and contain important practical information about the event, these messages are sent out regardless of whether you have opted out of the general newsletters.

Email/Messages Statistics

For all newsletters and push notifications sent out, we register (as far as is technically possible) the email/message will be opened. This information is used for anonymous statistics.

8. Cookies

When you use and visit the SportsEvent website, you also agree to the use of the following cookies (small text files stored on your computer in connection with visits to our website). When you click around our website, we use cookies to some extent, among other things to improve the user experience on the website, and to collect statistics for optimization and improvements. The following is described in detail, where the information is collected and how it is used.

Google Analytics

We use Google Analytics, which uses cookies, to collect and create statistics for the use of our sites. Among other things, we use the information to see the use of our pages. In this way, we have a better opportunity to improve and refine the pages and technical infrastructure for the benefit of our users. All collected statistics are anonymous and we do not bind your Analytics data with your profile.

How to delete cookies

You can delete cookies on your computer at any time or turn it off altogether. Select one of the following guides, depending on which browser you are using. Please note that if you also turn off session cookies, some of our services will not be available to you.

- [Internet Explorer](#)
- [Mozilla Firefox](#)
- [Google Chrome](#)
- [Safari](#)