Terms and Conditions

1. **What these terms cover.** These are the terms and conditions that apply when registering, purchasing a ticket, and attending **InfoQ Online Certification Programs** and its co-located events. Please read these terms carefully before registering with us.

2. **Who we are.** InfoQ is a trademarked and wholly-owned brand of C4Media Inc., located in Toronto, Canada at #705-2267 Lake Shore Blvd W, Toronto, ON, Canada, M8V 3X2. In these terms, any reference to "InfoQ", “QCon” "we" or "us" “C4Media” also includes and will read as reference to C4Media Inc. and its subsidiaries. As such, all these terms also apply to and indemnify C4Media Inc., and all its subsidiaries and affiliates.

3. **Registration.** Our acceptance of a registration will take place when we send you an email to confirm your registration has been successful, at which point a contract will be formed between us and you.

4. **Cancellation & refunds.** Please note that your payment is non-refundable.

5. **Real identity.** Participants must use their real identity on all the event platforms and tools.

6. **Access credentials sharing is NOT permitted.** It is prohibited for attendees to share access credentials. Event participants violating this policy may be sanctioned or expelled from the event without a refund at the discretion of the event organizers.

7. **Pre-Paid Access Only.** Only participants who have paid for the event in full will be admitted and receive access credentials.

8. **Event Cancellations & Changes.** We reserve the right to cancel or postpone one or multiple InfoQ Online Certification Programs events at our sole discretion. If we cancel or postpone the event, we will use reasonable efforts to reschedule it within six (6) months from its original start date. Registration fees paid by registrants for a cancelled or postponed event shall be applicable to the rescheduled event and be considered paid in full for the equivalent ticket. Event dates and times are subject to change.C4Media Inc., reserves the right to change any and all speakers or instructors without notice.

9. **Technical Issues.** It is the registrant's responsibility to have a system compatible with the platforms the event is using. We do not have any responsibility for technical issues that the registrant may encounter. In the case of significant downtime of any of the platforms we are using, we reserve the right to cancel or postpone in accordance with the paragraph on “Event Cancellation & Changes” of these Terms and Conditions.

10. **Payment Information.** Only participants who have paid for the event in full will be admitted (see “Pre-Paid Access Only” section of this document). The registration fees may be subject to taxes and will be noted and displayed on your purchase record. C4Media Inc. complies with all local tax filings and regulations. It is the registrant’s responsibility to comply with their own respective tax laws. We accept PayPal, and major credit cards. You may pay online or contact us to request pay-by-phone. A payment charged to your credit card or PayPal account is processed directly by us in the funds stated on the website. If your card is not denominated in that same currency, your bank will process the charge at their foreign currency exchange rate. Additionally, the charge is generated from Canada (see the “Who we are” section of this document), which means that customers outside Canada might incur a foreign transaction fee from their issuing bank. C4Media does not control nor collect these fees, therefore we are not responsible for any discrepancies between bank exchange rates, bank card exchange rates, foreign bank transaction fees, internet posted exchange rates, etc. Checks & Money Orders are not currently accepted.

11. **Code of Conduct.** We expect all participants to follow our Code of Conduct to ensure that all InfoQ Online Certification Programs participants can enjoy a safe and productive environment. Read our code of conduct at https://qconferences.com/code-conduct

12. **Photos, Screenshots & Recording.** If you like, you may take **still** photos or screenshots of the slides or speaker content during the InfoQ Online Certification Programs and share them on social media. However, it is not permitted to share any photos or screenshots that include participants' data or personal information (such as name, photo, webcam, etc.) without their explicit consent. Any **recording** of the sessions is prohibited - regardless of whether the recording or video is shared online, offline, live, or archived. Event participants violating this policy may be sanctioned or expelled from the event without a refund at the discretion of the event organizers. If you take still photos or screenshots and post them on social media, please adhere to the following guidelines: (i) do not post material that violates or infringes another’s rights, including but not limited to privacy, publicity, or intellectual property rights, or that constitutes infringement; (ii) do not post material that is inappropriate, indecent, obscene, hateful, tortuous, defamatory, slanderous, derogatory, or libelous; and (iii) do not post material that is unlawful, in violation of, or contrary to the laws or regulations in any state.

13. **Video Access.** C4Media may offer attendees access to videos of presentations hosted on http://www.infoq.com or a third-party platform. These videos are intended for personal viewing by attendees of the InfoQ Online Certification Programs only, and downloading of the videos is not permitted.

14. **Speaker’s Own Opinion.** C4Media does not endorse any opinions, statements, or presentations made by speakers, sponsors, attendees, guests, or other participants of the conference. Any such statements shall be interpreted solely as the opinion of the individual and not the opinion of C4Media. At no point shall C4Media be held liable for

any perceived damages as a result of a statement (verbal or written) made during an event. However, if statements made by a speaker violate InfoQ's Code of Conduct, we request that our staff be immediately notified so that this can be addressed and necessary steps can be taken per our policy.

15. **Copyrights & Trademarks.** Product and brand names remain the registered trademarks of the respective companies. InfoQ Online Certification Programs is a private event of C4Media, and C4Media holds all trademarks and copyrights for the content of the conference. No use of C4Media trademarks is permitted without our prior written approval.

16. **Privacy.** Our privacy notice tells you what to expect when InfoQ Online Certification Programs collects, uses, and shares personal information. It explains how we use your personal data and your rights in relation to that data. The privacy notice covers all of the brands operated by C4 Media, Inc. Read the full privacy notice at https://qconferences.com/privacy-notice

17. **Governing Law.** These terms are governed by the laws of Ontario, Canada.

18. **Arbitration.** Any dispute, controversy, or claim arising out of or relating to these terms, including any question regarding its existence, interpretation, validity, breach or termination or the business relationship created by it shall be referred to and finally resolved by arbitration before the International Centre for Dispute Resolution ("ICDR") or the International Chamber of Commerce ("ICC"). That arbitration and all pre-arbitration matters shall be in the English language and shall be governed by Canadian law, and carried out pursuant to the ICDR Canadian Dispute Resolution Rules and Procedures or the ICC Rules of Arbitration, as appropriate. The place of the arbitration shall be Toronto, Canada.

19. **Severability.** In the event any provision of these Terms is held to be invalid or unenforceable, the remaining provisions of these Terms and Conditions will remain in full force.

20. **Policy Modifications.** We reserve the right to change these InfoQ Online Certification Programs Terms at any time. Every time you wish to use our site or register with us, please check these terms to ensure you understand the terms that apply at that time.

21. **Contact Us.** If you have questions about the InfoQ Online Certification Programs Terms of Participation and/or would like to contact us, please email us at events@infoq.com

Effective from 24 April 2026