

Warsaw Coffee Festival Rules

27–28 February 2027 | PGE Narodowy, Warsaw

Definitions

Stand Booking (Booking) – a document or electronic confirmation specifying the material terms of the Agreement, including the Stand area and dimensions, zone, price, equipment and additional services ordered.

Organiser – Whiteclock sp. z o.o., with its registered office at ul. Chmielna 73B/16, 00-801 Warsaw, Poland; KRS: 0000524536, NIP (tax identification number): 5272717312, REGON: 147337990.

Fair – Warsaw Coffee Festival, held on 27–28 February 2027 in the event rooms on levels 0 and –1 of PGE Narodowy, al. Księcia Józefa Poniatowskiego 1, Warsaw, under these Rules and the Agreement.

Agreement – an agreement between the Organiser and the Exhibitor for the provision of a Stand for the Fair and agreed additional services. Its terms are set out in the Booking, these Rules and arrangements made via <https://stoiska.whiteclock.pl/> or by email.

Exhibitor – an entity with full legal capacity participating in, or applying to participate in, the Fair under these Rules and the Agreement.

Stand – an area designated by the Organiser and made available to the Exhibitor for exhibition purposes.

Venue – the event rooms on levels 0 and –1 of PGE Narodowy, al. Księcia Józefa Poniatowskiego 1, Warsaw, where the Fair takes place.

General provisions

1. These Rules set out the terms and conditions of participation in Warsaw Coffee Festival, organised by Whiteclock sp. z o.o. at the Venue on 27–28 February 2027.
2. Exhibitors must comply with these Rules.
3. These Rules form an integral part of the Booking. The Booking and these Rules set out the Agreement. In the event of a conflict, individually negotiated terms expressly agreed by the parties in documentary form take precedence.
4. The Agreement is concluded between the Organiser and the Exhibitor.
5. The Exhibitor acknowledges that participation does not guarantee any particular sales volume, number of visitors to the Stand or other financial or non-financial benefits.
6. The Exhibitor is responsible for ensuring that activities at its Stand, carried out by the Exhibitor or persons acting on its behalf, comply with the law.
7. Prices in information materials are indicative unless expressly stated otherwise. The binding price is specified in the Booking.
8. These Rules govern Exhibitors' participation in connection with their business activities. They do not exclude rights under mandatory law, including protection available to certain individual entrepreneurs.
9. Statements and arrangements relating to the Agreement may be made in documentary form, including by email, unless mandatory law requires another form. Documentary form means a record allowing the person making the statement to be identified.

Dates and venue

1. The Fair takes place at the Venue at PGE Narodowy in Warsaw on 27–28 February 2027.
2. Visitor opening hours: 27 February 2027 – 10:00–20:00; 28 February 2027 – 10:00–18:00.

3. The Fair is intended for the presentation, promotion and sale of products related to coffee production and distribution, as well as complementary products and accessories.

Visitor admission

1. No more than 999 persons may be present at the Fair at any one time. A lower limit applies where required by the permitted capacity of the Venue, its safety rules or applicable law.
2. The Organiser may temporarily suspend admission for safety reasons, particularly when the permitted occupancy limit is reached.
3. Visitors must pay for admission. Ticket prices and information are available on the Organiser's website.
4. Admission requires a valid ticket or pass issued by the Organiser. Detailed visitor and ticket purchase conditions are set out in separate rules where provided.

Exhibitor participation

1. Entities presenting an offer consistent with the Fair's theme and accepted by the Organiser may participate.
2. Applications are made by ordering a Stand at <https://stoiska.whiteclock.pl/> or through a method individually agreed with the Organiser.
3. Participation requires acceptance of these Rules and timely payment.
4. Placing an order constitutes the Exhibitor's offer to enter into the Agreement. The Agreement is concluded when the Organiser sends confirmation accepting the Booking. An automatic order receipt acknowledgement does not constitute acceptance unless it expressly states otherwise.
5. Final admission to participate requires receipt of the amount due unless otherwise agreed.
6. The Organiser may reject an application before the Agreement is concluded. Any payment already received will be refunded within the period specified in Withdrawal from participation, paragraph 5.
7. Booking confirmation is sent to the email address supplied by the Exhibitor in the application.
8. The Exhibitor must pay by the deadline specified in the Booking confirmation to Whiteclock sp. z o.o.'s account: 08 1140 2004 0000 3502 7524 8144 (mBank). The confirmation must specify the net price, VAT, gross amount and payment deadline.
9. The Organiser may revoke admission in the event of late payment or a material breach of these Rules, good commercial practice or fair competition principles.
10. In the circumstances specified in paragraph 9, the Organiser may terminate the Agreement with immediate effect and seek outstanding charges and compensation under the Agreement and applicable law.
11. The Exhibitor permits free use of its name and supplied logo in materials relating to the organisation, promotion and coverage of the Fair, particularly on the Organiser's website and social media. It confirms that it holds the rights required to grant this permission.
12. The Organiser issues invoices in accordance with applicable law, including Poland's National e-Invoicing System (KSeF) requirements where applicable. A PDF invoice or invoice visualisation may also be emailed to the Exhibitor.
13. The Organiser allocates Stands taking account of application order, the area ordered and organisational and technical conditions. A specific location is guaranteed only if expressly confirmed in the Booking.
14. The Organiser may relocate a Stand for justified organisational or technical reasons and will notify the Exhibitor. A relocation must not reduce the area ordered or the agreed standard without agreement with the Exhibitor and an appropriate financial adjustment.
15. Exhibitors and their staff must comply with sanitary, occupational health and safety, fire safety and administrative requirements, as well as PGE Narodowy's rules.
16. The Booking specifies Stand equipment, electrical connection capacity and additional services. Equipment and services not listed in the Booking are excluded from the price unless otherwise agreed.

Stand construction

1. Where necessary, the Organiser appoints a company to carry out exhibition construction and installations, referred to as the Contractor.
2. Construction and installation work affecting the Venue's infrastructure, particularly electrical installations, may be carried out only by the Contractor or persons authorised by the Organiser.
3. An Exhibitor's own Stand construction requires prior submission of the design and contractor details, the Organiser's approval and agreement on construction conditions.

Withdrawal from participation

1. Withdrawal notices and requests to change participation must be submitted in documentary form, particularly to the email address from which the Organiser sent the Booking confirmation. Withdrawal takes effect upon receipt by the Organiser.
2. Withdrawal within 7 days of concluding the Agreement, provided it occurs at least 30 days before the Fair begins, incurs no withdrawal charge. Any amount paid will be refunded.
3. Withdrawal more than 7 days after concluding the Agreement, but at least 30 days before the Fair begins, incurs a withdrawal charge of 30% of the gross Agreement value. The remaining payment will be refunded.
4. Withdrawal less than 30 days before the Fair begins requires payment of the full Agreement amount. Payments already made are non-refundable, subject to mandatory law.
5. Refunds provided for in these Rules will be made within 14 days of effective withdrawal, rejection of an application or notice of cancellation of the Fair, to the account from which payment was made unless otherwise agreed.

Organisational rules

1. The Organiser specifies access hours for Stand assembly and preparation. Assembly must not take place during visitor opening hours.
2. Exhibitors and their staff must present a pass to enter.
3. Each Exhibitor receives 5 passes free of charge. Each additional pass costs PLN 15 excluding VAT, plus VAT at the applicable rate.
4. Stand locations are allocated by the Organiser under the Exhibitor participation section.
5. Changes to displays and organisational work requiring assembly may take place only outside visitor opening hours.
6. Dismantling must not begin before the Fair closes at 18:00 on 28 February 2027 unless the Organiser agrees.
7. The Stand must be ready before opening. Assembly is scheduled between 14:30 on 26 February 2027 and 9:00 on 27 February 2027, during the access periods stated in the organisational instructions. The Exhibitor must clear the Stand and leave the Venue by 22:00 on 28 February 2027. Materials left behind may be moved to storage at the Exhibitor's expense. The Organiser will provide collection arrangements and a deadline; further handling will comply with applicable law.
8. The Exhibitor must return the Stand to its original condition. If it fails to do so, the Organiser may arrange cleaning and charge the Exhibitor documented, reasonable costs.
9. A Stand not occupied by 9:00 on 27 February 2027 may be allocated to another Exhibitor unless the original Exhibitor has agreed a later arrival with the Organiser. In such circumstances, the participation fee is non-refundable.
10. Noise from the Stand, including music and videos, must not interfere with use of other Stands unless otherwise agreed with the Organiser.
11. The Exhibitor must secure its property against theft and damage during assembly, the Fair and dismantling.

12. The Exhibitor is responsible for lawful collection of personal data and organisation of competitions or prize draws, including obtaining any required consents and permits.
13. The Exhibitor undertakes to assist in promoting the Fair, particularly by posting information on its website and social media channels where it has them.
14. The Exhibitor must not sublet the Stand or allow another entity to use it free of charge without the Organiser's consent.
15. Persons and companies that are not Exhibitors must not distribute promotional materials at the Fair without the Organiser's consent.
16. The Exhibitor may distribute promotional materials within its Stand. Distribution outside the Stand requires the Organiser's consent.
17. An Exhibitor's breach of paragraph 16 may result in a contractual penalty of PLN 3,000.
18. The Exhibitor must declare electrical equipment and its power requirements by the deadline in the organisational instructions. Undeclared equipment must not be connected, and agreed power limits must not be exceeded. Increased power capacity and additional connections require the Organiser's confirmation of availability and price.
19. The Organiser may photograph and film Stands and use the materials to promote and report on the Fair without payment to the Exhibitor. Use of identifiable individuals' images must comply with applicable law.
20. Changes to services covered by an existing Agreement require notification to the Exhibitor. Any reduction in paid services requires appropriate agreement and financial adjustment.
21. Screwing, nailing or attaching objects with adhesive to the Venue's walls, floors, equipment or permanent structures is prohibited without the required consent.
22. The Exhibitor is responsible for damage to the Venue and its equipment caused by the Exhibitor or its staff and must pay documented, reasonable repair costs.
23. Exhibitors selling or offering tastings of food and beverages are responsible for applicable sanitary requirements, required registrations or approvals, staff hygiene, safe product storage and allergen information.
24. Organisational instructions sent before the Fair specify water supply, use of connections, wastewater and waste disposal, deliveries, unloading and parking. Coffee grounds and other solid waste must not be discharged into drainage systems.

Safety rules

1. Security personnel cover the Fair premises. This does not constitute individual supervision of property at Stands.
2. The Exhibitor must comply with the Venue's operational, occupational health and safety and fire safety rules.
3. The Exhibitor must not obstruct passageways or emergency exits, position heating or lighting equipment in a hazardous manner, interfere with electrical installations or run cables across passageways without agreed protection. Only persons authorised by the Organiser may connect equipment to the Venue's installations.
4. The Exhibitor must secure its products and equipment at its own expense during assembly, the Fair and dismantling, without prejudice to the Organiser's liability under the Agreement and law.
5. The Exhibitor must hold liability insurance covering damage that may arise from its participation in the Fair.
6. The Exhibitor must immediately notify the Organiser of hazards and damage.
7. The Organiser provides electrical connection points meeting applicable standards. It is not liable for damage resulting from defects in the Exhibitor's equipment, its incorrect connection or the Exhibitor exceeding agreed power limits.
8. The Exhibitor is liable, to the extent provided by applicable law, for damage to its own or others' equipment caused by its devices or their improper use or connection.

Complaints

1. Complaints must be submitted in documentary form, particularly to the email address from which the Organiser sent the Booking confirmation. They should include the Exhibitor's details, a description of the issue and the requested remedy.
2. Issues concerning Stand location, area, construction or equipment must be reported promptly after discovery, preferably before opening, to allow them to be remedied.
3. Other complaints should be submitted within 14 days after the Fair ends. This is an administrative deadline and does not exclude rights under mandatory law.
4. The Organiser will respond within 14 days of receiving a complaint, unless applicable law requires a shorter period.

Liability

1. Subject to mandatory law, the Organiser's liability to the Exhibitor is limited to actual loss and excludes lost profits. This limitation does not apply to intentionally caused damage.
2. The Organiser is liable for non-performance or improper performance of the Agreement under applicable law, subject to lawful limitations in these Rules.
3. The Exhibitor is liable for damage caused by it or persons acting on its behalf to other participants or third parties. It must reimburse the Organiser's reasonable, documented losses arising from claims attributable to conduct for which the Exhibitor is responsible.
4. The Organiser is not liable for interruptions to electricity or other utilities for which it is not responsible. This does not exclude financial adjustment for services not provided.
5. The Exhibitor is responsible for lawful use of images and works it presents, including musical and audiovisual works. It must reimburse the Organiser's reasonable, documented losses resulting from infringements attributable to the Exhibitor.
6. The Exhibitor is responsible for its advertising during the Fair.
7. The Exhibitor is liable for damage resulting from improper use of the exhibition area by it or its staff.
8. The Organiser is not liable for infringements of Exhibitors' intellectual property rights by other entities unless applicable law makes the Organiser liable.
9. The Organiser is not liable for damage resulting from cancellation for reasons for which it is not responsible, including force majeure. This does not exclude the obligation to refund fees for a cancelled Fair under paragraphs 14–16.
10. Liability limitations do not exclude claims that cannot lawfully be excluded.
11. Security services and precautionary measures do not constitute acceptance of individual supervision over Exhibitors' property.
12. Liability for accidents and damage at Stands is determined under applicable law, taking account of the cause and the conduct of those responsible.
13. The parties exclude statutory warranty liability to the extent that such exclusion is legally permitted.
14. For reasons for which the Organiser is not responsible, it may change the Venue or dates, cancel, shorten or partially close the Fair. The Exhibitor will be notified promptly at the email address in the Booking. Following a material change of Venue or dates, the Exhibitor may withdraw without charge within 5 days of receiving notice. If the Fair is shortened or partially closed, the parties will make a financial adjustment for the services not provided.
15. If the Fair is cancelled for reasons attributable to the Organiser, participation fees will be refunded within the period specified in Withdrawal from participation, paragraph 5.
16. If the Fair is cancelled due to force majeure, including a pandemic or legal restrictions preventing it from taking place, participation fees will also be refunded within the same period.

17. The Exhibitor is responsible for the lawfulness of activities at its Stand.

Final provisions

1. Matters not covered by these Rules are governed by Polish law, particularly the Polish Civil Code.
2. Additional and individual arrangements require documentary form, particularly confirmation by email, unless the law requires another form.
3. Invalidity of one provision does not affect the remaining provisions if the Agreement can remain effective without it. Applicable law replaces invalid provisions.
4. The Exhibitor may not transfer rights and obligations under the Agreement to a third party without the Organiser's consent.
5. The Organiser may amend these Rules for important legal or organisational reasons and will notify the Exhibitor of the amendment and its reason. An Exhibitor who does not accept an amendment affecting its existing Agreement may withdraw in documentary form within 5 days of receiving notice, without a withdrawal charge and with a refund under Withdrawal from participation, paragraph 5.
6. The parties will seek to resolve disputes amicably. If no agreement is reached, the court with jurisdiction over the Organiser's registered office will have jurisdiction, subject to mandatory jurisdiction rules.
7. Information about the processing of Exhibitors' and contact persons' personal data is provided in a privacy notice at the application stage or with the Booking confirmation.
8. These Rules are available in Polish and English. In the event of interpretative differences, the Polish version prevails, subject to mandatory law.