

Terms & Conditions – Vortex (Portugal)

1. Organiser

Vortex, based in Lagos, Portugal (“we”, “us”, “the organiser”) is the official organiser of Vortex events. By purchasing a ticket, registering for, or attending an event, you (“participant”) agree to these Terms & Conditions and our Privacy Statement.

2. Acceptance of these Terms & Conditions

2.1. By registering for, purchasing a ticket to, or attending Vortex, every participant is deemed to have read, understood, and agreed to be bound by these Terms & Conditions and our Privacy Statement. Participation in any part of the event constitutes acceptance, regardless of whether the participant personally completed the registration form.

3. Event Registration

3.1. By registering, you confirm that all information you provide is true, accurate, and complete.

3.2. Registration becomes final once payment is completed and you receive a confirmation email.

3.3. Participation is only valid for the specific event date selected. Tickets cannot be transferred to other events unless explicitly approved by the organiser.

3.4. Each participant is responsible for their own awareness of these Terms & Conditions. These Terms & Conditions and our Privacy Statement are published in full on our website at hybridvortex.com. Every participant is expected to read and inform themselves of these Terms & Conditions before the event. By registering, by being registered by another person, or by attending, the participant confirms that they have read and accepted them.

Where you purchase a ticket on behalf of another person, you must provide us, at the time of purchase, with the correct full name and email address of the actual participant, so that we can meet our obligation under applicable data protection law (in particular the GDPR) to communicate event information, safety briefings, and policy updates directly to the participant. Provision of inaccurate or third-party contact details may result in denial of entry without refund.

4. Eligibility & Health

4.1. Participants must generally be 18 years or older on the day of the event.

4.2. Minors aged 14–17. Participants aged 14 to 17 may attend only with the prior written consent of a parent or legal guardian. A signed Parent/Guardian Waiver & Consent Form must be submitted via email to info@hybridvortex.com no later than seven (7) calendar days before the event. The waiver must include the minor's full name, date of birth, and the parent or legal guardian's full name and signature.

The parent or legal guardian who signed the waiver must be present at on-site check-in and show valid government-issued photo identification so that we can verify their identity in person. We do not request, collect, or store copies of identification documents by email or other electronic means; identification is verified visually at check-in only and is not retained.

Failure to submit a complete waiver by the deadline, or failure of the parent or legal guardian to attend check-in in person with valid ID, will result in denial of entry, without refund. Participants under 14 are not permitted to attend.

4.3. You are responsible for ensuring that you are mentally and physically fit to attend the event.

4.4. You acknowledge that activities during Vortex may involve physical effort (such as training sessions, breathwork, cold exposure, and meditation), and you participate entirely at your own risk.

5. Payments, Refunds & Transfers

5.1. All prices include applicable taxes.

5.2. Payments must be completed at registration.

5.3. Cancellations:

- 100% refund up to 30 days before the event
- 50% refund up to 14 days before the event
- No refunds within 14 days of the event

5.4. Name changes are allowed up to 7 days before the event and must be requested in writing. The new participant must be registered with their own correct full name and email address (see 3.4) and must accept these Terms & Conditions.

5.5. Tickets cannot be transferred to another event date unless approved by the organiser.

6. Event Changes, Postponement & Cancellation

6.1. Vortex may modify the date, time, or venue due to circumstances outside our control (weather, safety concerns, government regulations, force majeure, etc.).

6.2. If the event is cancelled by the organiser, you may rebook free of charge for a future edition.

6.3. Refunds for cancellations initiated by the organiser exclude service or payment processing fees.

7. Liability & Safety

7.1. Participation is at your own risk.

7.2. The organiser is not liable for injuries, property loss, travel costs, or additional expenses arising from attendance, except where such liability cannot be excluded by law.

7.3. Nothing in these Terms & Conditions excludes liability for fraud, negligence causing personal injury, or any other liability that cannot legally be excluded.

8. Personal Belongings

We are not responsible for loss, theft, or damage to personal items. Participants are advised not to bring valuables or to ensure they are insured.

9. Media, Photography & Image Rights

9.1. During the event, photography and video recording will take place for purposes of event coverage, scoring/timing verification, and limited post-event reporting.

9.2. By attending the event, you accept that you may incidentally appear in such recordings as part of crowd shots or general event footage. We will only use such footage in the context of Vortex events and in line with our Privacy Statement.

9.3. The use of identifiable images – close-ups, portraits, or any content where you are a clear and recognisable subject – for marketing, advertising, or social media promotion requires your separate, explicit, opt-in consent. This consent is requested at registration and can also be given or withdrawn on-site or by emailing info@hybridvortex.com. Withdrawing consent will stop further use of the relevant materials going forward; we cannot recall content already distributed by third parties.

9.4. Content used under opt-in marketing consent will be used by Vortex for a maximum of two (2) years from the event date, after which it will be removed from our active marketing channels.

10. Publication of Results & Programme

10.1. Live, on-site display. During the event itself, your name, team or gym affiliation (where applicable), heat assignment, and live results may be displayed on screens, scoreboards, and printed schedules at the venue. This is necessary to run a fair, transparent competition and forms part of the legitimate operation of the event.

10.2. Online publication of results. With your opt-in consent at registration, your name and event results (such as scores, rankings, and workout times) may be published on the Vortex website and official social media channels as part of the public competition record. We will remove your details from public listings promptly on request. You may opt out of online publication at registration or at any time afterwards by contacting info@hybridvortex.com, without affecting your participation.

10.3. Heat lists and gym affiliation. Publication of heat lists that link participant names to a specific gym or team affiliation – before, during, or after the event – requires separate opt-in consent. If you do not opt in, your name will appear in any publicly shared heat lists without your gym or team affiliation.

10.4. Sharing with named partners. We share limited result data (name, category, ranking, workout times) only with the specific partners required to deliver and promote the event. As at this version's date, those partners are:

- Multicrono – timing and scoring
- ProFotoSport – official media partner (photo and video)
- Stripe – payment processing
- hybridvortex.com – registration and participant communications
- Sponsors as named on hybridvortex.com

The current and complete list of partners, including the categories of data shared with each and the purpose of sharing, is set out in our Privacy Statement at hybridvortex.com/privacy. We update that list whenever partners change.

10.5. Retention. Retention periods for each category of personal data are set out in our Privacy Statement. You can request removal of your personal data from public listings at any time by contacting info@hybridvortex.com.

11. Privacy & Data Protection

11.1. We process personal data to manage your participation, deliver the event, comply with our legal obligations, and – where you have opted in – for marketing and publication purposes.

11.2. Data minimisation. We collect only the data we strictly need to deliver the event. Any data that is not strictly necessary (such as marketing preferences, online publication of results,

marketing use of identifiable images, and gym/team affiliation in public listings) is collected on an opt-in basis. You may change or withdraw any opt-in consent at any time, without affecting the lawfulness of processing carried out before withdrawal and without affecting your right to participate in the event.

11.3. Your rights. As a data subject, you have the right to:

- request access to the personal data we hold about you;
- request rectification of inaccurate or incomplete data;
- request erasure (the “right to be forgotten”), subject to our legal obligations;
- request restriction of processing;
- object to processing based on legitimate interests;
- request data portability – to receive your data in a structured, commonly used, machine-readable format, and have it transmitted to another controller where technically feasible; and
- lodge a complaint with the Portuguese Data Protection Authority (CNPD) or the supervisory authority in your country of residence.

11.4. Requests under section 11.3 must be made in writing to info@hybridvortex.com. To protect your data, we will ask you to identify yourself appropriately before responding. We will respond within the timeframes required by applicable law and in any event no later than one (1) month from a verified request, extendable as permitted by the GDPR.

11.5. Full details of what data we collect, why, the legal basis for processing, retention periods, recipients, and international transfers are set out in our Privacy Statement at hybridvortex.com/privacy. The Privacy Statement forms an integral part of these Terms & Conditions; in case of any conflict between this section and the Privacy Statement, the Privacy Statement prevails.

12. Code of Conduct

Participants must behave respectfully toward staff, volunteers, and other participants. The organiser reserves the right to remove participants whose behaviour is unsafe, disruptive, or inappropriate – without refund.

13. Intellectual Property

All Vortex branding, materials, visuals, audio, and event content are owned by the organiser. Participants may not use the Vortex name or materials for commercial purposes without prior written consent.

14. Governing Law

These Terms & Conditions are governed by Portuguese law. Any dispute arising out of or in connection with these Terms & Conditions shall be submitted to the competent courts of Portugal.