

## Terms and Conditions

### Dynatrace Meetup Registration Landing Page<sup>1</sup>

#### §1

##### Purpose

The purpose of these Terms and Conditions (hereinafter: **Terms**) is to govern the booking and permitted use of meeting rooms by the meeting organizer (hereinafter: **Organizer**) via the Meetup Registration Landing Page (hereinafter: **Landing Page**). The Terms establish the Organizer's responsibilities regarding the reservation process, the accuracy of submitted information, the management of participants, and ensuring that all participants comply with these Terms and all applicable Dynatrace rules and policies. These Terms also aim to ensure that the registration, admission, and attendance of participants meet applicable legal requirements, support the safety and orderly conduct of meetings, and protect any confidential information, assets, or resources associated with the meeting environment, within any facilities owned, leased, licensed, or otherwise controlled by Dynatrace (hereinafter: **Company's premises**).

These Terms establish the conditions for the online reservation and use of meeting rooms located at Dynatrace offices for the purpose of hosting meetups, including but not limited to community meetings (hereinafter: **Meetings**). They apply to all individuals involved in a Meeting, including the Organizer, Dynatrace personnel, visitors, and any other participants, whether attending on a one-time- or recurring basis.

#### §2

##### Definitions

1. **Service Provider** (or **Company**) – shall denote Dynatrace, as the Company granting access to the Meetup Registration Landing page and which is responsible for managing and maintaining the facility, including implementing security, operational, and compliance measures in accordance with these Terms.
2. **Organizer** – shall denote the individual or entity responsible for planning, coordinating, and conducting a meeting, including ensuring compliance with all applicable laws, internal policies, and the provisions of these Terms.
3. **Company's premises** – shall denote all areas, rooms, facilities, and spaces owned, leased, or otherwise lawfully occupied by Dynatrace, including but not limited to the meeting room, common areas, and any other locations within the building designated for the Company's use.
4. **Visitor** – shall denote any external individual who is not a Dynatrace Personnel and who accesses the Company's premises on a one-time or recurring basis, regardless of the purpose of such visit.
5. **Participants** - shall denote, collectively, all individuals attending a meeting at the Company's Premises, including Visitors and Dynatrace Personnel.

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<sup>1</sup> eg "DevOne Hub" and "Inspire Spot"

6. **Personal Image** – shall denote any visual representation of a natural person, whether in photographic, digital, or graphic form, that allows the person to be identified directly or indirectly.

### §3

#### General

1. The meeting room shall be provided by the Service Provider, in accordance with the Terms set forth herein. The specific location and facilities provided may vary depending on the respective Dynatrace site where the Meeting is held.
2. The Service Provider may be contacted via the email address designated for Meeting-related inquiries for the following offices:

I/ EMEA:

Barcelona: [inspirespot.barcelona@dynatrace.com](mailto:inspirespot.barcelona@dynatrace.com)

Brno: [devonehub.brno@dynatrace.com](mailto:devonehub.brno@dynatrace.com)

Gdansk: [devonehub.gdansk@dynatrace.com](mailto:devonehub.gdansk@dynatrace.com)

Graz: [devonehub.graz@dynatrace.com](mailto:devonehub.graz@dynatrace.com)

Hagenberg: [devonehub.hagenberg@dynatrace.com](mailto:devonehub.hagenberg@dynatrace.com)

Innsbruck: [devonehub.innsbruck@dynatrace.com](mailto:devonehub.innsbruck@dynatrace.com)

Klagenfurt: [devonehub.klagenfurt@dynatrace.com](mailto:devonehub.klagenfurt@dynatrace.com)

Linz: [devonehub.linz@dynatrace.com](mailto:devonehub.linz@dynatrace.com)

Tallinn: [devonehub.tallinn@dynatrace.com](mailto:devonehub.tallinn@dynatrace.com)

Vienna: [devonehub.vienna@dynatrace.com](mailto:devonehub.vienna@dynatrace.com)

II/ NORAM:

Boston: [inspirespot.boston@dynatrace.com](mailto:inspirespot.boston@dynatrace.com)

Denver: [inspirespot.denver@dynatrace.com](mailto:inspirespot.denver@dynatrace.com)

3. These inboxes are to be used for inquiries related to onsite meeting bookings, availability checks, room-setup needs, visitor registration, and other logistical matters concerning the use of DevOne Hub and Inspire Spot facilities.

The Service Provider strives to reply to meeting-related inquiries within five (5) business days, subject to delays during local holidays or periods of high demand.

Meeting-related support is available during the local business hours of each respective location.

4. The Organizer is required to submit an online booking request through the Meeting Registration Landing Page to reserve the room.
5. The Organizer shall convene a Meeting in compliance with these Terms. The Service Provider shall make the room available exclusively for the purpose of holding the Meeting organized by the Organizer. The services of booking and granting access to the room shall be provided free of charge.
6. The Organizer shall have sole discretion to determine whether a Meeting will be convened, as well as to decide on its participants and the manner of its conduct. All inquiries, comments, and complaints arising from or relating to the Meeting shall be directed exclusively to the Organizer.

7. Meetings may take place only during designated operational hours as defined by the Service Provider for the respective location. Each Meeting is subject to a maximum attendee limit determined by the room's capacity and safety requirement.
8. The Service Provider advises that using online services may pose certain risks to every Internet user, including the possibility of malware being downloaded to the user's IT system or unauthorized access, acquisition, or modification of their data. To mitigate these risks, users should implement appropriate technical safeguards, such as antivirus software and firewalls.

#### §4

#### Booking

1. The Organizer shall complete the Booking by submitting the form provided on the respective location-specific sub-site of <https://devonehub.com/>, selecting the appropriate site for the intended room reservation and complying with the provisions of these Terms (hereinafter: "**Booking**").
2. A Booking may be made for a maximum of five (5) hours per Meeting and must be scheduled no earlier than twelve (12) months and no later than fourteen (14) days prior to the Meeting date.
3. The following shall be necessary to make the Booking:
  - a. prior confirmation of the Organizer's agreement to the [Dynatrace Privacy Notice](#) and to these Terms;
  - b. an end device with Internet access and a browser and
  - c. an active e-mail account.
4. The Booking shall be effected by completing the form available on the respective location-specific subsite of <https://devonehub.com/>, which includes, in particular, the selection of the date and time of the Meeting and the provision of the Organizer's details. The booking shall be deemed valid only upon the Organizer's acceptance of the provisions of these Terms.
5. The Service Provider shall confirm the Booking within one (1) week from the date on which the Booking is made, by sending an e-mail to the address indicated by the Organizer in the Booking form.
6. Only the confirmation of the Booking issued by the Service Provider in accordance with these Terms shall constitute the final and binding reservation of the room for the agreed date.
7. The Organizer may cancel the Booking no later than fourteen (14) days prior to the scheduled date of the Meeting by sending an e-mail to the e-mail address indicated in § 3 section 2.
8. The Organizer shall bear full responsibility and liability for all consequences arising from the provision of incorrect, incomplete, or misleading data when making the Booking.

9. The Booking service shall be provided free of charge, on a one-off basis, and shall be deemed completed upon the submission of the Booking via the form or upon the prior cancellation of the Booking by the Organizer through the same form.
10. The Organizer shall not use the Booking service in any manner that is unlawful or that violates the Service Provider's policies, including those relating to security, confidentiality, safety, and professional conduct. The Organizer shall also refrain from any actions that may harm, third parties or prejudice the legitimate interests of the Service Provider, including, without limitation, transmitting or providing any illegal content.
11. The Service Provider reserves the right to refuse the provision of services if the data supplied by the Organizer is inaccurate, incomplete, or otherwise prevent the proper performance of the services. This includes situations where the data provided does not allow for the verification of the Organizer's or participants' identity or details.
12. The Service Provider reserves the right to deny the Organizer access to the Room if the Organizer has previously breached any provision of these Terms.
13. The Service Provider reserves the right to deny the Organizer access to the Room in exceptional circumstances, such as security or safety concerns, non-compliance with access requirements, or failure to provide required identification or necessary visitor information.

## §5

### Visitor Admission Rules

#### **Organizer Responsibilities**

1. The Organizer is responsible for the conduct, supervision, and compliance of their Visitors during the Meeting and shall:
  - a. Preregister- Visitors:  
Submit the full names of expected Visitors along with any additional information reasonably required by the Company prior to the Meeting to enable preparation of access credentials.
  - b. Brief and Notify Visitors:  
If available, provide each Visitor with the applicable location-specific health and safety instructions, house rules, emergency procedures, and the privacy notice relating to visits to the Company's premises prior to, or at, check-in and shall ensure that Visitors are informed of their respective duties and requirements set out in these Terms.
  - c. Accompany and Oversee Visitors:  
Ensure Visitors are accompanied at all times while on the Company's premises, except in areas where unaccompanied access is appropriate for privacy reasons (e.g., restrooms), and that they adhere to these Terms and any instructions provided by Company personnel.

#### **Visitor Duties & Requirements**

1. Where required by the specific location, Visitors must present an official identification document, such as an identity card, passport, or driver's license upon arrival for identity verification.

2. In accordance with these Terms, Visitors must obtain a valid visitor pass and present it to authorized personnel before entering the facility, where such passes are required and issued. Visitors must keep the pass visibly displayed at all times while on the Company's premises, where such passes are required and issued.
3. The following information shall be recorded in the Visitor's log, whether maintained in electronic or paper form: Visitor's full name (mandatory), and where required by the specific location, additional details such as the company or institution represented (if any), purpose of the visit, name of the host/Organizer, date and time of entry and exit, and the number of the Visitor's pass issued.
4. Visitors must comply with all applicable location-specific health and safety instructions, house rules, and emergency procedures. Where no specific instructions are provided, Visitors must follow posted signage and all directions from the Organizer or Company personnel.
5. Visitors must be always accompanied by the Organizer while on the Company's premises.
6. Visitors are not permitted to access restricted, sensitive, or confidential areas without prior express authorization by the Company; and only if supervised at all times by Company personnel.
7. Visitors are not permitted to use any Company equipment, systems or resources without prior authorization by the Company; and only if supervised at all times by Company personnel.
8. The Meeting must not interfere with or disrupt the normal operations or duties of the Company's employees.
9. Upon completion of the Meeting, Visitors shall return the issued identification pass (if applicable) to the front desk prior to leaving the Company's premises.

## **§6**

### **Rules for Admitting Minors Visitors**

1. Minors may enter the Company's premises only under the supervision of a responsible adult (such as a teacher, tutor, parent or legal guardian or Dynatrace employee) and must remain under such supervision at all times while on the premises. The Organizer remains responsible for oversight during the Meeting.
2. For group visits, the Organizer must submit a complete list of participants in advance, along with the contact details of the designated group supervisor who will remain on site for the duration of the visit.
3. Minors in a group may be verified against an approved participant list. The Company may maintain a visitor log (paper or electronic) recording, to the extent permitted by law, the Minor's full name (mandatory) and where required by specific location additional details such as the school, purpose of visit, Organizer/Host, date/time of entry and exit, the name and contact details of the responsible adult or group supervisor, and any visitor pass number issued.
4. All requirements set forth in the Visitor Admission Rules section shall also apply to minor's group Meetings, with the exception of the identity verification requirement.

## **§7**

### **Rules of Using the Room**

1. The Participants at the Meeting may enter the Room exclusively based on authorizations or passes distributed by the Organizer or the company.

2. The Organizer shall ensure that all Participants to the Meeting behave in a manner that does not endanger or pose any hazard to other people present on the Company's premises and comply with all rules and regulations applicable to the meeting room, as well as generally accepted customs and social standards, including, without limitation, adherence to these Terms.
3. The commencement of the organisation of the Meeting by the Organizer shall constitute conclusive evidence that the Organizer has inspected the condition of the room, accepts it in its entirety, and raises no objections thereto.
4. Participants shall be permitted to remain in the room and on the Company's premises solely for the duration of the Meeting and are required to vacate the premises immediately upon its conclusion.
5. The room and the Company's premises shall be vacated by the Organizer and all Participants no later than 10:00 p.m. on the day of the Meeting, unless the Company provides prior authorization.
6. Participants to the Meeting may use the toilets and cloakroom located adjacent to the room.
7. The standard equipment in the room includes Wi-Fi connectivity, multimedia equipment (television set or projector), a whiteboard or flipchart, as well as drinks and snacks for Participants.
8. No materials that may pose a hazard to health or life, nor any intoxicating substances, may be brought into the Company's premises or the room. Smoking within the Company's premises is strictly prohibited, including the use of innovative tobacco products and electronic cigarettes.
9. The Organizer may not sell or offer any goods or services for sale, whether on its own behalf or on behalf of any third party, within the room or anywhere else on the Company's premises.
10. The Organizer may not rent, lend, sublet, or otherwise make the room available to any third party, nor to use the Room for any purpose other than Meetings.

## **§8**

### **Images**

1. Any Organizer who intends to capture Images during the Meeting is responsible for ensuring that such activities comply with all applicable laws, regulations, company-specific requirements, and the locale company's guidance.
2. Organizers who are Dynatrace employees must also adhere to the internal Dynatrace Event Guidance accessible on the internal Meetup Sharepoint site.

## **§9**

### **Complaints**

1. Complaints about rendering e-services by the Service Provider may be filed in writing to the address of the Service Provider or by e-mail to: [devonehub@dynatrace.com](mailto:devonehub@dynatrace.com).

2. Other complaints may be filed to the Service Provider not later than 14 days of the end of the Meeting in writing to the address of the Service Provider or by e-mail to: devonehub@dynatrace.com.
3. A complaint shall include the determination of the person who files the complaint (name, represented entity, contact data) and a description of an event that causes the complaint (including a type, circumstances and date of irregularity).
4. The Service Provider shall handle complaints as soon as possible, however not later than within 14 days of their submission. A response to a complaint shall be sent using the same means of communication as the complaint.
5. Complaint proceedings shall not limit or suspend rights held under applicable laws and shall not exclude making claims in common courts.

## §10

### Liability and Limitation of Responsibility

1. To the extent applicable, the Service Provider shall not be held liable for any loss, damage, injury or inconvenience arising from:
  - a. Visitor's failure to comply with applicable location-specific health and safety instructions, house rules, emergency procedures, or with their respective duties and requirements set out in these Terms;
  - b. Visitor's negligence, misconduct, or unauthorized actions; or
  - c. Any circumstances beyond the Service Provider's reasonable control.
2. The Service Provider shall not be liable for any personal belongings brought onto the premises by the Visitors, nor for any direct, indirect, incidental, or consequential damage arising out of or in connection with the Meeting. Each Visitor shall be solely and personally liable for any damage caused—whether through negligence, misconduct, or intent—to the Service Provider's property, systems, or reputation.
3. The Service Provider reserves the right, at its sole discretion and without prior notice, to restrict access to, suspend participation of, or require the immediate removal of any Visitor who fails to comply with these Terms or whose conduct poses, or is reasonably deemed to pose, a risk to safety, data confidentiality, security, or business continuity, including but not limited to actions that interfere with normal operations.
4. The Service Provider shall not be liable to the Organizer or any third party for any failure to make the room available in accordance with the Booking, or for any failure to hold the Meeting, where such failure is not attributable to the Service Provider, including but not limited to circumstances arising from force majeure events such as power outages, interruptions in heat supply, or sanitary-epidemiological restrictions. Furthermore, the Service Provider shall bear no liability to the Organizer or any third party in the event of a change to the Meeting date or a reduction in its duration due to the aforementioned reasons.
5. To the extent applicable, the Service Provider shall not be liable for any interruptions or disruptions, including any temporary suspension of the operation of the website used for making Bookings, resulting from force majeure events, unlawful acts of third parties, or incompatibility of the Organizer's technical infrastructure with the website.

## §11

### Final Provisions

1. The titles of particular paragraphs have exclusively order character and do not affect the mode of interpretation of this Terms.
2. This Terms shall be continuously and freely accessible to the Organizer by the Service Provider at <https://devonehub.com/> in a manner that enables its downloading, display, and reproduction, including printing or saving to a data storage device, at any time through the Organizer's ICT system. Furthermore, the provisions of these Terms, or an excerpt thereof, shall be made available in a clearly visible location during any Meeting.
3. The Service Provider reserves the right to amend or modify the provisions of these Terms whenever necessary due to changes in the conditions governing the provision of services, amendments required by applicable law, or other material reasons. Any such amendments shall become effective on the date specified by the Service Provider, which shall not be earlier than fourteen (14) days following the publication of the amended Terms on the website <https://devonehub.com/>. Bookings made prior to the effective date of such amendments shall be fulfilled in accordance with the provisions in force as of the date on which the Booking was made.
4. The Organizer acknowledges that the text of these Terms has been fully read, fully understood and accepted.
5. If any of the provisions of these Terms is held invalid or unenforceable, the remaining provisions shall remain in full force and effect. Any modifications or declarations to this Terms shall be executed in written under pain of nullity.
6. This Terms shall be governed by and construed in accordance with the applicable laws of the jurisdiction where the relevant Meeting or Company's premises is located. For any matters not expressly regulated herein, the generally applicable legal provisions of that jurisdiction shall apply.
7. Unless mandatory provisions of applicable law provide otherwise, any disputes arising from or related to this Terms shall fall under the exclusive jurisdiction of the competent courts in the jurisdiction where the relevant Meeting takes place or the Company's premises is located.
8. These Terms enter into force and become effective on the date of its publication.