

PUBLIC OFFER AGREEMENT FOR THE PROVISION OF SERVICES

This Agreement is concluded between **"International Communication Service Group" Limited Liability Company**, represented by its Director, **Viktoriia Volodymyrivna Zhhir**, acting on the basis of the Articles of Association (hereinafter referred to as the **"Contractor"**), on the one part, and any person who has accepted (accepted the terms of) this offer (hereinafter referred to as the **"Customer"**), on the other part, hereinafter collectively referred to as the **"Parties"** and each individually as a **"Party"**.

This Agreement is addressed to an indefinite circle of persons and constitutes an official public offer of the Contractor to conclude a Service Agreement on the provision of services for participation in scientific and practical conferences. By ordering and paying for the Contractor's Services, the Customers accept the terms and conditions of this Agreement as follows below.

1. GENERAL PROVISIONS

1.1. This Agreement is concluded by the Customer providing full and unconditional consent (acceptance) to enter into the Agreement in its entirety, without the need for a written copy of the Agreement to be signed by the Parties. The Agreement has legal force in accordance with Articles 633, 641, and 642 of the Civil Code of Ukraine and is equivalent to an agreement signed by the Parties.

1.2. The Customer confirms the fact of being familiar with and agreeing to all terms of this Agreement in full by performing the acceptance.

1.3. By concluding this Agreement, the Customer automatically agrees to the full and unconditional acceptance of the provisions of this Agreement and the prices for the Services.

1.4. If the Customer does not agree with the terms of the Agreement, they do not have the right to conclude this Agreement, nor are they entitled to use the Services under this Agreement.

2. DEFINITIONS

2.1. Services – a set of services provided by the Contractor in the order and under the terms defined by this Agreement and the Rules for Provision and Receipt of Services, which are an integral part of the Agreement.

2.2. Public Offer – the Contractor's proposal (published on the Contractor's Website), addressed to an unlimited number of individuals, to conclude this Agreement under specified conditions.

2.3. Contractor's Website – a web page on the Internet at the address: <https://www.asir.com.ua/>, which serves as the official source of information for Customers regarding the Contractor and the services provided. The website <https://www.asir.com.ua/> is owned by the Public Organization **«All-Ukrainian Association of Surgery of Injuries and Rehabilitation»** and is used by the Contractor («ICS Group» LLC) for information hosting, registration, and payment processing based on the official Memorandum of Cooperation dated July 20, 2026.

2.4. Acceptance – the Customer's full, unconditional, and unreserved acceptance of the terms of the Public Offer of this Agreement and the Rules for Receiving Services. Acceptance is performed by: registering on the Contractor's official website at <https://www.asir.com.ua/>, checking the box indicating familiarity with the Service Provision Agreement and the rules for receiving them, and paying for the specified services.

2.5. Customer – an individual who has performed the Acceptance of the Contractor's Public Offer set forth in this Agreement and has paid for the Services.

2.6. Contractor – «International Communication Service Group» Limited Liability Company, USREOU Code (Company Registration Number): 41123796.

2.7. Parties – the Customer and the Contractor.

2.8. Rules for Provision and Receipt of Services – the terms of providing Services that the Customer must adhere to when ordering and receiving Services within the framework of this Agreement, which are an integral part of this Agreement and the sole source for regulating all

relationships between the Customer and the Contractor arising in the process of providing Services.

3. SUBJECT OF THE AGREEMENT AND PAYMENT FOR SERVICES

- 3.1. This Agreement is a public agreement, which is considered concluded between the Contractor, on one side, and the Customer, on the other, from the moment the latter performs the Acceptance of all conditions and provisions of the Agreement and the rules for receiving services, which constitute an Annex to it.
- 3.2. The subject of this Agreement is the provision of services by the Contractor for organizing the Customer's participation in scientific-practical and educational events. The services include granting the Customer access to the scientific program of the events, as well as to supplementary informational materials related to the events.
- 3.3. Under the order and terms defined by this Agreement and the Rules for Receiving Services, the Contractor undertakes to provide the Services paid for by the Customer, and the Customer undertakes to accept these Services.
- 3.4. The Services are provided based on this Agreement and the Rules for Receiving Services. Actions evidencing the Customer's agreement to comply with the terms of this Agreement and the Rules for Receiving Services include the Customer's confirmation of registration on the website <https://www.asir.com.ua>.
- 3.5. The list, cost, terms, and procedure for providing Services are detailed on the website <https://www.asir.com.ua> and in the Rules for Provision and Receipt of Services, which are an Annex to this Agreement.
- 3.6. The place of service provision is considered the Contractor's registered location.
- 3.7. If, after paying for the Services, the Customer does not participate in the event physically or online (does not appear at the location, does not connect to the broadcast) for reasons not dependent on the Contractor, the Services shall be deemed provided in full and of proper quality, and the paid funds are non-refundable.

4. RIGHTS AND OBLIGATIONS OF THE PARTIES

- 4.1. The Customer has the right:
- 4.1.1. To place an Order and use the Services in the volume and under the terms of the Rules for Receiving Services for the entire duration of their provision.
- 4.1.2. To receive necessary and accurate information from the Contractor regarding the terms, procedure, and scope of the services provided.
- 4.1.3. To contact the Contractor with rationalization proposals for improving the service provision process.
- 4.2. The Customer undertakes:
- 4.2.1. When ordering Services, to provide the Contractor with accurate personal information and contact details (phone number, email address), and to thoroughly verify the information entered during registration.
- 4.2.2. Upon confirmation from the Contractor regarding the possibility of service provision, to pay for the Services.
- 4.2.3. To comply with the Rules for Receiving Services.
- 4.3. The Contractor has the right:
- 4.3.1. To demand that the Customer comply with the terms of this Agreement and the Rules for Receiving Services.
- 4.4. The Contractor undertakes:
- 4.4.1. To ensure the Customer has the opportunity to receive Services in accordance with this Agreement and the Rules for Receiving Services.
- 4.4.2. To provide the Customer with Services in compliance with the laws of Ukraine.
- 4.4.3. Not to change the cost of Services that have already been paid for by the Customer.

4.4.4. To consider all rationalization proposals from Customers regarding the improvement and quality of service provision.

5. PAYMENT FOR SERVICES AND REFUND OF FUNDS

5.1.1. Payment of the registration fee for participation in a conference (payment for participation in the Event) signifies the Customer's consent to conclude this Agreement with the Contractor.

5.1.2. Payment for Services is made by the Customer in the national currency of Ukraine – Hryvnia – via non-cash payment using banking services, payment services of JSC CB "PRIVATBANK," or payment systems connected to the website <https://www.asir.com.ua>. The Service is considered ordered only after the funds have been credited to the Contractor's account.

5.1.3. Notification of payment for the order will be sent to the Customer at the email address provided during registration or payment for the Services.

5.1.4. The Customer has the right to refuse the Services and receive a refund of paid funds no later than 3 (three) calendar days before the event's start date. In case of refusal to participate after the specified deadline, the paid funds are not refunded to the Customer and are considered compensation for the Contractor's actual expenses for organizing the participant's place.

5.1.5. To request a refund, the Customer must send a written application in any form to the Contractor's email address mail.icsgroup@gmail.com or asireducat@gmail.com, having previously notified about the intention to terminate the Agreement by calling the contact number +38 050-334-89-86.

5.1.6. Refunds are processed by a non-cash transfer to the Customer's bank account within the time frame determined by the terms of the bank services and payment systems. Notification of the refund will be sent to the email address provided by the Customer during payment or registration on the website <https://www.asir.com.ua>.

5.1.7. All questions arising in the process of payment and receipt of Services can be clarified by the Customer with the Contractor using the contact information specified in Section 12 of this Agreement, "Contractor's Details."

6. OTHER TERMS

6.1. Dispute Resolution Procedure

6.1.1. All disputes and disagreements that may arise during the provision of Services by the Contractor, in connection with the acceptance, execution, and/or breach of the provisions of this Agreement and the Rules for Receiving Services, shall be settled through negotiations between the Parties.

6.1.2. In case of failure to reach an agreement between the Parties through negotiations, all disputes and disagreements shall be resolved in court at the Contractor's location.

6.1.3. The relationship between the Parties arising from the acceptance and execution of this Agreement and the Rules for Receiving Services shall be governed by the applicable laws and regulations of Ukraine.

6.2. Limitation of Contractor's Liability

6.2.1. The Contractor shall not be liable for any non-provision or improper provision of Services to the Customer under circumstances arising through no fault of the Contractor (namely, circumstances arising due to the fault or negligence of the Customer and/or circumstances arising due to the fault or negligence of any third party(ies) and/or the occurrence of force majeure circumstances).

6.2.2. The Contractor shall not be liable in case of the Customer's failure to comply with the Rules for Provision and Receipt of Services.

6.2.3. By accepting the terms of this Agreement, the Customer, in case of failure to comply with the Rules for Provision and Receipt of Services, shall not have the right to demand a refund of the funds paid for the corresponding Services, and the Contractor, in turn, shall not refund the funds to the Customer.

6.3. Final Provisions

6.3.1. The Contractor reserves the right to unilaterally amend this Agreement. Such amendments shall not affect the cost or restrict the quality and scope of Services provided during the paid service term.

6.3.2. All amendments to this Agreement shall take effect no earlier than 3 days after their publication on the Contractor's Website.

6.3.3. Amendments to the Agreement that have come into force shall apply to all Customers.

7. LIABILITY OF THE PARTIES

7.1. The Parties shall be liable as provided by the current legislation of Ukraine.

7.2. The Parties shall not be liable for a breach of their obligations under this Agreement if it occurred without their fault. A Party is considered innocent if it proves that it has taken all measures within its control for the proper execution of the Agreement.

7.3. Neither Party shall be liable for non-execution or improper execution of its obligations under this Agreement if such non-execution or improper execution is caused by force majeure circumstances beyond its control.

8. FORCE MAJEURE CIRCUMSTANCES

8.1. The Parties shall be released from liability for non-performance or improper performance of obligations provided for by this Agreement if such non-performance occurred as a result of force majeure circumstances.

8.2. For the purposes of this Agreement, force majeure circumstances shall mean any circumstances arising beyond the will or contrary to the will or desire of the Parties, which cannot be foreseen or avoided, including: military actions, civil unrest, epidemics, blockades, earthquakes, floods, fires, as well as decisions, acts, or orders of public authorities and administrative bodies of the state of which the Customer is a resident, or the state of which the Contractor is a resident, as a result of which additional duties or restrictions are imposed on the Parties (or one of the Parties), making further full or partial execution of the Agreement impossible, as well as other actions or events existing beyond the control of the Parties.

8.3. If force majeure circumstances continue for more than 3 (three) consecutive months, each Party shall have the right to refuse further execution of obligations under this Agreement, and in such a case, neither Party shall be entitled to claim compensation for potential losses from the other Party.

8.4. The Parties have agreed that in the event of circumstances making it impossible to conduct the event in an offline format (including, but not limited to: escalation of hostilities, introduction of strict quarantine restrictions, prolonged air raid alerts, lack of power supply, or damage to the venue location), the Contractor shall have the right to unilaterally transfer the event entirely or partially to an online format (remote broadcast). Transferring the event to an online format or rescheduling it to other dates due to security reasons shall be deemed proper execution of this Agreement. In such a case, the Customer shall not have the right to demand a refund of paid funds.

9. OTHER TERMS OF THE AGREEMENT

9.1. Each Party guarantees to the other Party that it possesses the necessary legal capacity, as well as all rights and powers necessary and sufficient for concluding and executing this Agreement in accordance with its terms.

9.2. Unilateral change of the terms of the concluded Agreement by the Customer or refusal to perform the terms of the concluded Agreement by the Customer is inadmissible, except for cases provided for by this Agreement.

9.3. Neither Party to this Agreement has the right to transfer its rights and obligations to third parties without the consent of the other Party.

9.4. Information provided by the Customer is confidential. Customer information is used exclusively for the purpose of fulfilling their Order.

9.5. By performing the Acceptance of the Agreement, the Customer voluntarily provides consent to the collection and processing of their personal data for the following purposes: data that becomes known may be used for commercial purposes, including receiving information about orders and processing information about them, sending promotional and special offers, information about promotions, or any other information about the activities of the website <https://www.asir.com.ua> via telecommunication means of communication (email, mobile communication).

In case of unwillingness to receive information about the activities of the website <https://www.asir.com.ua>, the Customer has the right to contact the Contractor by submitting a written application for refusal to receive informational messages and promotional materials and sending it to the Contractor's email address.

9.6. The Contractor shall not be liable for the content and accuracy of information provided by the Customer when placing an Order.

9.7. The Customer is responsible for the accuracy of the information provided when placing an Order.

9.8. The Contractor, in accordance with and in fulfillment of the requirements of the legislation of Ukraine, independently determines the terms of this Agreement and its annexes, which are its integral parts.

9.9. The Contractor has the right to independently amend and/or supplement the terms of this public Agreement and its annexes, including the rules for provision and receipt of Services under this Agreement.

In doing so, the Contractor guarantees and confirms that the current version of the text of this Agreement and its annexes, including the rules for provision and receipt of Services under this Agreement, posted on the Contractor's website, is valid.

10. TERM OF THE AGREEMENT AND TERMINATION CONDITIONS

10.1. This Agreement enters into force from the date of Acceptance of the Offer and remains in effect for the duration of the Service provision.

10.2. The Agreement is public and indefinite and remains in effect until terminated by either Party in the manner established by this Agreement or applicable legislation, but in any case until the moment of its final execution by the Parties.

10.3. This Agreement is considered agreed upon by the Customer and concluded at the Contractor's location from the date of Acceptance.

11. FINAL PROVISIONS

11.1. This Agreement is governed by the applicable legislation of Ukraine.

11.2. The invalidity of any provision or clause of this Agreement or its annexes does not affect the validity of the remaining provisions and terms of the Agreement.

12. CONTRACTOR'S DETAILS

International Communication Service Group" LLC ("ICS GROUP" LLC)

Registered Address: Office 448, 2-G Shevchenka Ave, Vyshhorod, Kyiv Region, 07301, Ukraine

USREOU Code (Company Registration Number): 41123796

IBAN: UA453052990000026006040105780

Bank: JSC CB "PRIVATBANK"

Tax Status: Group 3 Single Tax Payer (5% rate)

Tel.: +38 050-334-89-86

E-mail: mail.icsgroup@gmail.com, vikaletterbox@gmail.com

Represented by: Director Viktoriia Zhhir

**ANNEX NO. 1
to the Public Offer Agreement
for Services Provision**

RULES FOR PROVISION AND RECEIPT OF SERVICES

1. GENERAL PROVISIONS

- 1.1. These Rules are an integral part of the Public Offer Agreement and are mandatory for all Customers (Participants) of events conducted by the Contractor.
- 1.2. Registration for an Event on the Website <https://www.asir.com.ua> and/or payment of the registration fee signifies the Customer's full and unconditional agreement with these Rules.
- 1.3. The Contractor ensures the conduct of events in formats specified in the announcement of the specific event: offline (personal presence at the location) and/or online (remote participation via internet broadcast).

2. RULES FOR OFFLINE PARTICIPANTS (AT THE EVENT LOCATION)

- 2.1. Registration and Admission: Admission of Participants to the location begins at the time specified in the program of the specific Event. To receive materials and a personalized badge, the Customer must provide their registration details, registration ID number provided during registration, or present the payment confirmation letter with a scannable code.
- 2.2. Identification: Wearing a personalized badge or other control mark issued by the Contractor is mandatory throughout the entire stay at the Event. Transferring the badge to third parties is strictly prohibited.
- 2.3. Maintaining Order: During speaker presentations and practical sessions, Customers are required to set mobile devices to silent mode and not interfere with other listeners.
- 2.4. Liability for Property: In case of practical workshops using specialized equipment, medical instruments, or materials provided by the Contractor or Sponsors, the Customer is obliged to handle the property with care and strictly follow safety regulations.
- 2.5. Photo and Video Recording: Recording of presentations and lectures is permitted exclusively for personal use, unless confidentiality is announced by the moderator or speaker. Professional recording (using tripods, flashes, etc.) without prior approval from the Contractor is prohibited.
- 2.6. Actions During Air Raid Alerts: In case of an "Air Raid Alert" signal, the Event is immediately suspended. The moderator or a representative of the Contractor announces the danger via the sound reinforcement system. All Customers (Participants) at the location are required to immediately leave the hall and proceed to the nearest certified shelter. Resumption of the Event is possible only after the "Air Raid Alert Ended" signal.

3. RULES FOR ONLINE PARTICIPANTS (REMOTE PARTICIPATION)

- 3.1. Technical Access: Individual links or access codes to the broadcast platform are sent to the Customer's email provided during registration. The Contractor is not responsible for technical malfunctions on the Customer's side (quality of internet connection, device settings, etc.).
- 3.2. Notification of Technical Malfunctions: In case of any individual audio or video issues during the broadcast, the Customer is obliged to immediately notify the Organizer using the contact details (hotline phone, technical support chat, etc.) provided in the information message. Failure to notify or late notification of such issues deprives the Customer of the right to refer to them as grounds for receiving services of inadequate quality.

3.3. Confidentiality of Links: It is prohibited to share broadcast links or access codes. If the system detects simultaneous login from different devices under one account, access is automatically blocked.

3.4. Chat Etiquette: The chat is created exclusively for professional discussion and questions to speakers. In the chat, it is strictly prohibited to: use obscene language, show disrespect or insult speakers, Organizers, or other Participants; post spam, advertisements for third-party services, goods, brands, or third-party medical/scientific events.

3.5. Moderation: In case of violation of cl. 3.4 of these Rules, the moderator has the right to delete the message, and upon repeated violation — to permanently block the Customer in the chat or terminate access to the broadcast. In such cases, paid funds are non-refundable in accordance with cl. 6.2.3 of the Agreement.

3.6. Access to Recordings: If the Event format includes the provision of video recordings, the terms and conditions for access are determined by the Contractor for each event separately and sent to the Customer's email.

3.7. Force Majeure Interruptions: In the event of an "Air Raid Alert" at the event location, prolonged power outages, or other security threats, the online broadcast may be temporarily suspended. The Organizer takes all possible measures to restore the broadcast immediately after the alert is over or technical conditions stabilize. Temporary suspension of the broadcast for security reasons is considered a force majeure event and cannot be grounds for a refund of paid funds. As compensation, the Contractor provides the Customer with full access to recordings of affected sections and facilitates alternative communication with speakers.

4. MEASURES OF INFLUENCE AND RESTRICTIONS

4.1. The Contractor reserves the right to deny admission or remove from the location/online platform any Participant who is intoxicated, behaves aggressively, poses a threat to the safety of others, or grossly violates these Rules, without refunding the service cost.

4.2. The decision to move to a shelter is made by the Customer independently, and the Customer bears full personal responsibility for it. The Contractor, the event location administration, and the Public Organization «**All-Ukrainian Association of Surgery of Injuries and Rehabilitation**» are not responsible for the life, health, or any losses of the Customer in case of conscious ignoring of an "Air Raid Alert" signal.

4.3. Conscious ignoring of the Organizer's instructions regarding evacuation, calls to remain in the hall during an alert, or obstructing evacuation are grounds for immediate cancellation of the Participant's admission and removal from the location without refund.

5. PAYMENT PROCEDURE

5.1. Financial participation methods: The Event Participant has the right to independently choose the method of financial participation:

by making payment for organizational and technical services to the Contractor's account («ICS Group» LLC);

by making a voluntary organizational contribution to the statutory activities of the Public Organization «**All-Ukrainian Association of Surgery of Injuries and Rehabilitation**».

5.2. Purpose of the contribution: The voluntary organizational contribution to the settlement account of the PO "ASIR" is targeted and directed exclusively towards realizing the statutory goals of the Association.

5.3. Equality of terms: Regardless of the chosen financial participation method, the Participant receives an identical scope of rights, access to the scientific program, and methodical materials of the Event.

5.4. Access to payment systems: The technical capability of making payments (both payment for services and making voluntary organizational contributions) is implemented through specialized payment systems, the links to which are posted on the official Website of the Event.

5.5. Automation: When choosing the participation method on the Website or in an automatic notification after registration, the Participant is redirected to the appropriate payment gateway to complete the transaction.

5.6. Confirmation: The fact of the successful payment of the voluntary organizational contribution or payment for services is the unconditional basis for confirming the Participant's registration for the Event.

6. CONTRACTOR'S DETAILS

International Communication Service Group" LLC ("ICS GROUP" LLC)

Registered Address: Office 448, 2-G Shevchenka Ave, Vyshhorod, Kyiv Region, 07301, Ukraine

USREOU Code (Company Registration Number): 41123796

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Tax Status: Group 3 Single Tax Payer (5% rate)

Tel.: +38 050-334-89-86

E-mail: mail.icsgroup@gmail.com, vikaletterbox@gmail.com

Represented by: Director Viktoriia Zhhir