

TERMS AND CONDITIONS

1. DEFINITIONS

The below mentioned definitions apply only to these Ticket Terms and Conditions unless otherwise defined elsewhere:

Event means any event, activity or function held or to be held at the Venue (other than purely private events, activities or functions).

Ticket-holder means any person who purchases or holds a Ticket for an Event.

UAE means the United Arab Emirates.

VAT means value added tax as defined by Federal Law by Decree No. 13 of 2016.

Venue means the venue at which the Event is held.

2. GENERAL CONDITIONS

2.1. It is the Ticket-holder's responsibility to read, understand and comply with these Ticket Terms and Conditions.

2.2. These Ticket Terms and Conditions should be read in conjunction with the Privacy Policy. The Ticket-holder may be subject to additional applicable terms and conditions of the Event Organiser, which can be found under the terms and conditions applicable to any specific Event.

2.3. Tickets are issued by the Event Organiser, whose details will be made available on the Ticket where reasonable to do so, otherwise details shall be available upon request to the Event Organiser.

2.4. Tickets are the property of the Event Organiser and must be returned to the Event Organiser and/or its representatives upon request.

2.5. By purchasing a Ticket, each Ticket-holder is deemed to have accepted and understood as binding on them, these Ticket Terms and Conditions, the Privacy Policy and any accompanying obligations and responsibilities. Any Ticket-holder who breaches these Ticket Terms and Conditions may be liable for legal action, refusal of entry to the Venue and/or expulsion from the Venue.

2.6. These Ticket Terms and Conditions apply to both the original purchaser of the Ticket and their guests, where applicable.

2.7. The Event Organiser reserves the right, with reasonable cause (which includes failure to comply with any of these Terms and Conditions) to refuse entry to any Ticket-holder(s) or remove any Ticket-holder(s) from the Venue.

2.8. Each person attending an Event must hold a valid Ticket, regardless of their age.

2.9. Each Ticket-holder is solely responsible for complying with all immigration, customs and legal requirements of any relevant authority for entry into the United Arab Emirates and the Emirate of Abu Dhabi (including, but not limited to, obtaining an entry visa or permit of any kind). In relation to an Event, no exchanges, refunds or replacements of Tickets will be given to a Ticket-holder for failure to comply with such requirements or his or her inability to obtain (or his or her denial, cancellation, expiration or revocation of) an entry visa or permit, for any reason whatsoever. Each Ticket-holder is advised to review all immigration, customs and legal requirements for entry into the United Arab Emirates and the Emirate of Abu Dhabi prior to purchasing any Ticket(s) for an Event.

2.10. Each Ticket-holder agrees to indemnify the Event Organiser and/or the Affiliates for any and all damage, loss, liability or injury that those parties suffer or may suffer as a result of the Ticket-holder(s)' failure to comply with these Ticket Terms and Conditions.

2.11. Each Ticket-holder agrees that all personal information will be processed by the Event Organiser in accordance with its Privacy Policy.

2.12. Any filming, photography and recording which has been authorized by the Event Organiser may be carried out at the Venue from time to time and the visitor consents to (i) being included in such films and recordings and (ii) the use, reproduction, storage, distribution and broadcasting of such films, photographs and recordings (including any copies made) without payment or notice, as per applicable Laws.

2.13. All invoices for purchases will be issued in AED (United Arab Emirates Dirham) only. Any refunds or cancellations will be processed in AED (United Arab Emirates Dirham) less any bank charges, foreign exchange differences, payment processing fees, platform charges, customer underpayments, refunds, chargebacks, costs, deductions, adjustments, any other transaction-related fees incurred in the collection process.

3. TICKET REFUNDS, EXCHANGES AND REPLACEMENTS

3.1. Unless otherwise specifically stated, a Ticket cannot be refunded or exchanged after purchase (under any circumstances) including but not limited to:

- Variations in the Event programme or conveniences.
- Any circumstances beyond the reasonable control of the Event Organiser, including but not limited to adverse weather conditions, natural disasters, acts of God, actions of government or state (including any period of declared national mourning or holiday for the Emirate of Abu Dhabi), act of any third party that is out of the control of the Event Organiser, war, pandemics, terrorism, civil commotion or insurrection, threats or labour disputes of whatever nature.
- A change in a Ticket-holder's personal circumstances.
- The inability or failure of a Ticket-holder to enter the United Arab Emirates or the Emirate of Abu Dhabi due to his or her inability to obtain (or his or her denial, cancellation, expiration or revocation of) an entry visa or permit, for any reason whatsoever.

3.2. The original Ticket must be returned by the Ticket-holder to the Event Organiser as soon as possible (or as otherwise notified to the Ticket-holder) to obtain a refund. The Event Organiser is not

liable for any loss or damage that is incurred by a Ticket-holder as a result of an Event (or any part of an Event) being cancelled, postponed or changed.

3.3. The Event Organiser is not obliged to replace Tickets under any circumstances, regardless of damage.

3.4. For the avoidance of doubt, in respect of a Ticket for which monetary consideration has not been paid, no refund or other costs will be paid or payable to the holder of such Ticket pursuant.

3.5. The Event Organiser will not be liable to the holder of a Ticket for any loss or damage, whether direct or indirect, suffered as a result of the Event (or any part thereof) being cancelled, postponed or changed.

3.6. The Event Organiser accept no responsibility for stolen or counterfeit Tickets purchased or obtained through unauthorised sources. Ticket-holders who are found to be in possession of Ticket(s) that are counterfeit or have been reported as lost or stolen will be denied entry or expelled from the Venue and may be liable to legal action.

4. CANCELLATIONS & REFUNDS

4.1 Registration cancellation must be sent via e-mail to kimberly.valles@adnec.ae

4.2 100% refund – cancellation before 01-01-2027 00:01 with a deduction of administrative fee of 10% of the ticket price

4.3 50% refund – cancellation before 01-02-2027 00:01 with a deduction of administrative fee of 10% of the ticket price

4.4 25% refund – cancellation before 01-03-2027 00:01 with a deduction of administrative fee of 10% of the ticket price

4.5 No refund – 100% cancellation fee will be charged for any cancellations after 01-03-2027 00:01

4.6 If you cannot attend but did register, you will be given the opportunity to send a colleague in your place. Name changes are possible until 01-03-2027 00:01

4.7 In the event of it being necessary for whatever reason to postpone or cancel the Conference, the organizer will not be liable for any expenditure, damage or loss incurred by the Participant.

4.8 In the event of cancellation, the participant will be refunded any monies paid.

4.9 If the Conference is postponed due force majeure to a later date, the participant registration will remain valid and he/she will be allowed to attend the event.

5. SECURITY, CONDUCT AND ATTENDANCE

5.1. By purchasing a Ticket, each Ticket-holder agrees to comply with:

- All terms and conditions displayed at the entrance to the Venue and any other terms and conditions displayed in or around the Venue or otherwise notified to you from time-to-time.
- These Ticket Terms and Conditions.
- The Privacy Policy.
- All laws and regulations of the United Arab Emirates.

6. PAYMENTS

- Only Credit Card payments are accepted.
- No confirmation will be sent until payment has been received.
- You may process the payments using Credit Card
- 5% VAT charges is excluded on the above mentioned rates.