

Visitor Terms, Conditions and Rules Expo 2020 Pavilions Premiere

These Visitor Terms, Conditions and Rules set out the terms, conditions and rules for the:

- (i) purchase and use of Tickets for Expo 2020 Pavilions Premiere by a Purchaser; and
- (ii) for admission to and use of the Expo 2020 Pavilions Premiere Site by a Ticket Holder,

(“Terms and Conditions”).

Please read these Terms and Conditions carefully; by purchasing, accepting, holding and/or using a Ticket you are certifying that you have read, understood and accepted these Terms and Conditions in full and that they form a binding agreement between (1) you as the Ticket Holder or Purchaser; and (2) Expo 2020 (all as defined herein) and that you agree to bring them to the attention of others, if applicable, as set out below.

1. Definitions and Interpretations

In these Terms and Conditions, the following words and phrases shall have the following meanings:

“Ambush Marketing” shall mean an unauthorised intentional or unintentional attempt to: (i) create a false or unauthorised association with the Exposition, Expo 2020 Pavilions Premiere, the BIE and/or Expo 2020; or (ii) infringe the rights granted by Expo 2020 to its Commercial Partners.

“Authorised Reseller” means each and all entities appointed or approved by Expo 2020 to sell and/or distribute Tickets pursuant to a Ticket re-sale agreement.

“BIE” shall mean Bureau International des Expositions.

“Child” or **“Children”** for the purposes of these Terms and Conditions shall mean any individual that is seventeen (17) years of age in the Gregorian calendar, or younger.

“Commercial Partners” shall mean Expo 2020’s partners, providers, suppliers or other entities that have entered into a commercial agreement with Expo 2020.

“Complimentary Ticket” means those Tickets that are free of charge. The following Persons are eligible for a Complimentary Ticket: (i) Children aged five (5) years or younger (for the avoidance of doubt, the Child shall be entitled to use the relevant Complimentary Ticket if, on the date of the visit to the Expo 2020 Pavilions Premiere Site he/she is aged five (5) years old or less); (ii) a Person of Determination and relevant companion; (iii) an adult who is aged sixty (60) or over on the date of visit to the Expo 2020 Pavilions Premiere Site; and (iv) any other Persons that Expo 2020 may decide in its sole and absolute discretion are eligible for a Complimentary Ticket, for example, competition winners, priority visitors, VIPs, delegates, government officials etc.

“Data Privacy Policy” means Expo 2020’s policy regarding how Expo 2020 gathers, uses, stores, discloses and manages personal information and data. Expo 2020’s Privacy Policy may be found on the Expo 2020 Website.

“Discounted Ticket” means those Tickets that are available to purchase at a price below the face value selling price of the Ticket as determined by Expo 2020 in its sole and absolute discretion.

“Exposition” means the Expo 2020 in Dubai as well as all events, programs and activities related thereto, which is scheduled to take place between 1 October 2021 and 31 March 2022 (both dates inclusive).

“Expo 2020 Pavilions Premiere Site” shall mean all areas as designated by Expo 2020 at which Expo 2020 Pavilions Premiere takes place by which entry is only permitted subject to a successful security check and/or presentation of a valid and original Ticket.

“Exposition Staff” shall mean all official staff, volunteers and third parties appointed by Expo 2020 including, security and external emergency services.

“Expo 2020” means the organizer of Expo 2020 Pavilions Premiere, the Exposition, Expo Dubai 2020 LLC-SO, a company incorporated in the United Arab Emirates, with registered office at Expo 2020 Campus Site Office, Jebel Ali – Expo Road, PO Box 2020, Dubai, United Arab Emirates.

“Expo 2020 Authorised Sales Channels” means all official sources authorised by Expo 2020 where Tickets can be purchased, including the Expo 2020 Website, Expo 2020 direct sales points, Expo 2020 onsite ticket box offices and all Authorised Resellers.

“Expo 2020 Pavilions Premiere” means the event taking place from 15 January 2021 to 10 April 2021. The Expo 2020 Pavilions Premiere will involve the pre-opening of the sustainability, mobility and opportunity pavilions to the general public for visitation.

“Expo 2020 Website” means the Exposition’s official website located at www.expo2020dubai.com

“Force Majeure” means any cause or event beyond Expo 2020’s control including, Royal bereavement, pandemic, fire, flood, earthquake, strike, lock-out, public health emergency, acts or regulations of government, national calamity or riot, civil commotion, malicious damage, act of God, explosion, war, weather any cause or event arising out of or attributable to terrorism, or any other event (whether of a similar or dissimilar nature) beyond the reasonable control of Expo 2020.

“ID” means an original passport or other Government issued, valid and original identification document in English (or with the name, date of birth, country that issued the ID and the expiration date in English) with photograph and proof of age which proves that its holder is a particular person and a particular age.

“Person of Determination” means a person with special needs and/or disabilities as identified by Government of Dubai.

“Purchaser” means: (i) an Authorised Reseller who has purchased a Ticket from Expo 2020; and (ii) a Person who has purchased a Ticket from Expo 2020 and/or an Authorised Reseller.

“Person” means an individual, partnership, firm, corporation, association, trust, unincorporated association or any other legal person.

“Terms and Conditions” means these Visitor Ticket Terms, Conditions and Rules, the Data Privacy Policy, the Ticket Terms and Conditions and any other rules brought to the attention of a Ticket Holder including on the Expo 2020 Website.

“Ticket” means evidence of a personal revocable license from Expo 2020 which entitles the Ticket Holder admission to certain areas of the Expo 2020 Pavilions Premiere Site subject to the respective Ticket Terms and Conditions and these Terms and Conditions.

“Ticket Type” shall mean the type of Tickets which are made available by Expo 2020 which permits the Ticket Holder access to the Expo 2020 Pavilions Premiere Site subject to the respective Ticket Type Terms and Conditions. All available Ticket Types are listed on the Expo 2020 Website.

“Ticket Type Terms and Conditions” has the meaning as set out in Clause 3.3 below.

“Ticket Holder” means the Person who is possession of a Ticket to enter the Expo 2020 Pavilions Premiere Site.

“VAT” has the meaning in Clause 4.1.

“Visitor Category” shall mean the certain categories of Persons who are eligible for the Complimentary Tickets and/or Discounted Tickets that are made available by Expo 2020, for example, youths, students or Persons of Determination etc. All available Visitor Categories are listed on the Expo 2020 Website.

2. General Terms, Conditions and Rules

- 2.1 All Tickets are issued subject to these Terms and Conditions including, for the avoidance of doubt, the Data Privacy Policy.
- 2.2 By purchasing, accepting, holding and/or using a Ticket, a Purchaser and Ticket Holder accepts and agrees to comply with these Terms and Conditions including, for the avoidance of doubt, the Data Privacy Policy and the respective Ticket Type Terms and Conditions.
- 2.3 The possession and the presentation of a valid and original Ticket is a mandatory condition for a visitor to enter the Expo 2020 Pavilions Premiere Site with separate ticketing requirements.

- 2.4 Ticket Holders have responsibility for complying with these Terms and Conditions. Parent(s) and/or guardians of Ticket Holders that are Children are responsible for those Children's actions, their conduct and compliance with these Terms and Conditions.
- 2.5 Expo 2020 reserves the right to amend these Terms and Conditions at any time, without notice, in its sole and absolute discretion including the Data Privacy Policy and any Ticket Type Terms and Conditions and you agree (including by virtue of your continued use of the Tickets) to be bound by such changes. Current Terms and Conditions shall always be available on the Expo 2020 Website and Expo 2020, therefore, recommends that you review these Terms and Conditions at regular intervals.
- 2.6 No exchanges or changes of Tickets will be permitted except as specifically set out in these Terms and Conditions or as authorised and facilitated by Expo 2020, in its sole and absolute discretion, or as authorised by the Authorised Reseller from which this Ticket was purchased (if applicable).
- 2.7 By purchasing Tickets or holding or using Tickets, Purchasers and Ticket Holders receive no rights to use, license, assign or transfer any intellectual property rights of Expo 2020 and BIE, including the names, trademarks or logos of Expo 2020 or BIE. Purchasers and Ticket Holders agree that any unauthorised use, licensing, assignment or transfer or any intellectual property rights of Expo 2020 or BIE is a breach of these Terms and Conditions, and may be a criminal offence under applicable laws.

3. Ticket - Types

- 3.1 Expo 2020 offers for purchase Tickets for admission to Expo 2020 Pavilions Premiere in multiple Ticket Types and Ticket Categories via or through the Expo 2020 Authorised Sales Channels. Not every Expo 2020 Authorised Sales Channel shall be permitted to sell every Ticket Type and/or Ticket Category.
- 3.2 Expo 2020 reserves the right to vary, amend or withdraw a Ticket Type, the Ticket Type Terms and Conditions, the Ticket price and/or the Visitor Categories available for purchase in its sole and absolute discretion at any time and without notice to any Person and without incurring liability. Expo 2020 will honor all Ticket purchased including all Ticket Types and Visitor Categories prior to the date the amendment takes effect (for the avoidance of doubt, in accordance with the Ticket Type Terms and Conditions in place at the time of purchase of the Ticket).
- Ticket Type
- 3.3 Each Ticket will have specific terms, conditions, restrictions and/or benefits which apply to the respective Ticket Type, for example, the date and time that the Ticket may be used and/or any additional requirements ("**Ticket Type Terms and Conditions**").
- 3.4 The Ticket Type Terms and Conditions will be available on the Expo 2020 Website, and a link will be printed on the Ticket.

- 3.5 The Ticket Type Terms and Conditions shall be incorporated by reference into these Terms and Conditions and, as such, the Ticket Holder shall ensure compliance with the Ticket Type Terms and Conditions.

Visitor Categories

- 3.6 Any Person eligible for a Complimentary Ticket will not be granted access to the Expo 2020 Pavilions Premiere Site unless they hold a Complimentary Ticket. The Complimentary Ticket (even though at zero cost) should be requested via the standard purchase process through an Expo 2020 Authorised Sales Channel.

4. Ticket - Price

- 4.1 The price of each Ticket shall be as set by Expo 2020 in its sole and absolute discretion and shall be in United Arab Emirate Dirhams and is inclusive of all applicable taxes including value added taxes (“VAT”) but exclusive of any booking fee, collection fees and security delivery fees, if any, and is indicated on the Expo 2020 Website.

5. Ticket - Purchase Process

- 5.1 Tickets are only valid if purchased or obtained directly via an Expo 2020 Authorised Sales Channel.
- 5.2 Once the Tickets have been purchased, neither the Purchaser nor the Ticket Holder can cancel, return or resell those Tickets (unless expressly authorised to do so by Expo 2020 in writing).
- 5.3 Expo 2020 may restrict a Purchaser from purchasing a large volume of Tickets either in the same transaction or across multiple transactions. Expo 2020 reserves the right to nullify such order if it suspects illicit or unauthorised business or sale of the Tickets.
- 5.4 Expo 2020 may, at its sole and absolute discretion, cancel a purchase from anyone whom they believe plans to offer or has offered a Ticket for resale or commercial gain in violation of these Terms and Conditions.
- 5.5 If Tickets are purchased or obtained: (i) from or through any means other than the Expo 2020 Authorised Sales Channels; and/or (ii) other than in accordance with these Terms and Conditions, such Tickets shall be void, together with any other Tickets held by the Ticket Holder or Purchaser, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site and the Ticket Holder will be asked to leave the Expo 2020 Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law.
- 5.6 When purchasing a Discounted Ticket or a Complimentary Ticket via a Expo 2020 Pavilions Premiere Authorised Sales Channel, the Purchaser acknowledges that, if requested to do so, the Purchaser must supply the relevant information of the Ticket Holder, for example, the name, gender and date of birth of the Ticket Holder as a means of preventing fraudulent purchase or misuse of Discounted Ticket and/or Complimentary Tickets. When providing such relevant

information relating to the Ticket Holder the Purchaser warrants that it has the relevant authority from the Ticket Holder to provide the relevant information to the Expo 2020 Authorised Sales Channel. Expo 2020 reserves the right to refuse to issue a Discounted Ticket or Complimentary Ticket if, when requested by Expo 2020, no such information is submitted or is deemed unsuitable by Expo 2020.

- 5.7 Fraudulent purchase or misuse of a Discounted Ticket or Complimentary Ticket by a Purchaser or Ticket Holder shall mean that such Tickets shall be void, together with any other Tickets held by the Ticket Holder or Purchaser, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site and the Ticket Holder will be asked to leave the Expo 2020 Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law.

6. Ticket – Payment

- 6.1 Any and all bank or other charges incurred as a result of monetary transfer or currency conversion will be the sole responsibility of the Purchaser.
- 6.2 The nominated payment card, or the registered bank account, used to purchase the Tickets must be registered in the name of the Purchaser. Expo 2020 reserves the right to refuse any order which fails to comply with this condition.
- 6.3 The Purchaser is solely responsible for ensuring that sufficient funds are available on his or her nominated payment card and/or in their bank account at the time the payment is taken by Expo 2020. If payment cannot be taken, for whatever reason, Expo 2020 will attempt to inform the Purchaser about the fact and any bank or other charges incurred as a result will be the sole responsibility of the Purchaser. Expo 2020 reserves the rights to refuse any order and stop the issuance of Tickets, if payment cannot be taken.

7. Date and Time of Tickets

- 7.1 The Ticket Holder will only be permitted entry to the Expo 2020 Pavilions Premiere Site up to sixty (60) minutes past the time and date printed on the Ticket. In the event that the Ticket Holder arrives more than sixty (60) minutes past the time and date printed on the Ticket, the Ticket will be considered invalid.

8. Ticket Delivery and Collection

- 8.1 Tickets purchased directly via the Expo 2020 Website will be issued in electronic format to the registered account of the Purchaser, if applicable, or via e-mail to the Purchaser.
- 8.2 Tickets purchased at an Expo 2020 direct sales point and/or the Expo 2020 onsite Ticket box office(s) will be issued in electronic format or printed and issued to the Purchaser directly, to be decided in Expo 2020's sole and absolute discretion.

- 8.3 Tickets purchased via an Authorised Reseller will be issued in the format advised by the Authorised Reseller to the Ticket Holder.
- 8.4 Expo 2020 reserves the right to adopt any method of issuance, delivery or collection of the Tickets, for example, collection of Tickets may be at the Expo 2020 onsite Ticket box office at the Expo 2020 Pavilions Premiere Site.
- 8.5 Once Tickets are purchased by the Purchaser, the Purchaser is solely responsible for safeguarding all Tickets purchased. If the Purchaser is an Authorised Reseller, the Authorised Reseller is solely responsible for the safe, timely and correct delivery of the Tickets to the Ticket Holder.
- 8.6 If a Ticket has not been received it is the sole responsibility of the Purchaser to contact the relevant customer service center of Expo 2020 or the relevant Authorised Reseller (depending on whom the Ticket was purchased from).
- 8.7 Expo 2020 shall not be obliged to issue any duplicate or replacement Tickets for any lost or misplaced tickets whether purchased by the Ticket Holder from Expo 2020 or an Authorised Reseller.
- 8.8 A Ticket Holder shall be solely responsible for checking their Tickets are correct as mistakes cannot necessarily be rectified after purchase. If there has been any mistake the Ticket Holder must contact Expo 2020 or the relevant Authorised Reseller (depending on who the Ticket was purchased from) without delay.
- 8.9 Tickets shall remain the property of Expo 2020 at all times.

9. Tickets - Transfer, Resale or Use for Commercial Gain

- 9.1 Save for the exception set out in Clause 9.2 below, Tickets must not be sold nor advertised for sale.
- 9.2 A purchased, valid, unused and original Ticket can be gifted to, transferred to or exchanged by the Ticket Holder with another Person who is known to the Ticket Holder personally. The transfer of a Ticket in this manner shall not contravene Clause 9.1 provided that: (i) such a transfer takes place without any payment (free of charge) or benefit; and (ii) the new Ticket Holder satisfies any respective Visitor Category applicable to the Ticket.
- 9.3 All Tickets sold, transferred, exchanged or delivered for a fee, benefit or other commercial purpose (unless with Expo 2020's prior written authorisation which may be withheld or conditioned in its sole and absolute discretion) shall be void, together with any other Tickets held by the Ticket Holder or Purchaser, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site and a Ticket Holder will be asked to leave the Expo 2020 Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law.

9.4 Tickets may not be used for advertising, promotion, auctions, fundraising or marketing purposes (including in competitions, contests and sweepstakes) unless with Expo 2020's prior written authorisation which may be withheld or conditioned in its sole and absolute discretion. Tickets used for advertising, promotion, auctions, fundraising or marketing purposes without the prior written authorisation of Expo 2020 (including in competitions, contests and sweepstakes) shall be void, together with any other Tickets held by the Ticket Holder, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law.

10. Ticket Changes

10.1 Should a Ticket be lost, stolen, counterfeited, not readable, copied, altered, defaced, damaged or obtained in violation of these Terms and Conditions, such Tickets shall be void, together with any other Tickets held by the Ticket Holder or Purchaser, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site and the Ticket Holder will be asked to leave the Expo 2020 Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law.

10.2 An event of Force Majeure (as determined solely at Expo 2020's discretion) may force Expo 2020 to cancel, modify the dates and/or the time of Expo 2020 Pavilions Premiere and or certain events to be held during Expo 2020 Pavilions Premiere. The responsibility and liability of Expo 2020 is expressly excluded in the presence of such event of Force Majeure.

10.3 Expo 2020 shall not be obliged to replace, refund or reimburse the cost, or any direct or indirect cost, of any Ticket for whatever reason, including: (i) for postponement, cancellation or closure of Expo 2020 Pavilions Premiere (including, any events, or performances) for whatever reason; (ii) if the Ticket Holder decides not to attend Expo 2020 Pavilions Premiere; (iii) if there is an event of Force Majeure (as determined solely at Expo 2020's discretion); (iv) if the Ticket Holder is refused entry or ejected from the Expo 2020 Pavilions Premiere Site for reasons set out in these Terms and Conditions; and/or (v) if Ticket is a lost, deteriorated, damaged, destroyed, stolen or illegible.

10.4 Tickets are non-refundable. Notwithstanding this, should Expo 2020 authorise any refund or reimbursement of a Ticket, in its sole and absolute discretion, such refund or reimbursement will only be provided via the payment method used to purchase the Ticket Purchase to the relevant Purchaser. Any refunds will be made to the Purchaser only.

11. Visitor Categories, Identification and Verification

11.1 Any Ticket Holder entering the Expo 2020 Pavilions Premiere Site with either a: (i) a Discounted Ticket; and/or (ii) a Complimentary Ticket may be required to provide an ID for inspection on entrance to the Expo 2020 Pavilions Premiere Site in accordance with these Terms and Conditions. Failure to produce ID may result in the Ticket Holder being asked to pay the full price of an adult

Ticket in the respective Ticket Type, and/or refused entry and/or being asked to leave the Expo 2020 Pavilions Premiere Site.

- 11.2 Expo 2020 reserves the right to ask a Ticket Holder holding a Ticket for a Person of Determination to provide documented evidence of eligibility. Expo 2020 advises all Persons of Determination to retain the correct documents of confirmation of disability at all times during their visit to Expo 2020 Pavilions Premiere. Examples of such documents may include: Person of Determination identification card, Sanad card, social security benefit letter, ADA disability card, carte d'invalide.
- 11.3 Further to Clause 11.1 above, Expo 2020 reserves the right at any time to request a Ticket Holder in any Visitor Category to verify their identity by presenting ID upon request by any Exposition Staff prior to admission to the Expo 2020 Pavilions Premiere Site or at any time during the Ticket Holder's visit to the Expo 2020 Pavilions Premiere Site.
- 11.4 Ticket Holders must retain their Tickets at all times while attending Expo 2020 Pavilions Premiere and within the Expo 2020 Pavilions Premiere Site. Expo 2020 reserves the right at any time to request a Ticket Holder to present their Tickets upon request by any Exposition Staff for inspection prior to admission to the Expo 2020 Pavilions Premiere Site or at any time during the Ticket Holder's visit to the Expo 2020 Pavilions Premiere Site.
- 11.5 A Person of Determination who requires an adult companion to provide personal help and assistance at the Expo 2020 Pavilions Premiere Site during their visit, shall be eligible to request a Complimentary Ticket for their adult companion via the standard purchase process via an Expo 2020 Authorised Sales Channel. A Discounted Ticket for a companion should be purchased at the same time as the Person of Determination Complimentary Ticket is requested and must be in the same Ticket Type as the Ticket for the Person of Determination. The Person of Determination and the companion must enter and remain at the Expo 2020 Pavilions Premiere Site at the same time for the Person of Determination's companion Ticket to be valid.
- 11.6 Expo 2020 reserves the right to refuse access to or eject any Ticket Holder from the Expo 2020 Pavilions Premiere Site if they cannot provide a suitable ID, Ticket and/or documents for evidence of disability for inspection and verification as required in accordance with this Clause 11.

12. Security Check

- 12.1 The Ticket Holder consents, as a mandatory condition for access to the Expo 2020 Pavilions Premiere Site, to a security inspection/screening before and/or during the entry to the Expo 2020 Pavilions Premiere Site. The security checks may include a body search, bag inspection or inspection of other objects owned and carried by the Ticket Holder. Expo 2020 may request visitors to remove individual items (such as mobile phones, tablets, belts, shoes and coats) from their bags or person to be inspected or screened separately.

- 12.2 A Ticket Holder who will not consent to a security search or refuses to comply with rules and security notices will be refused entry or required to immediately leave the Expo 2020 Pavilions Premiere Site without refund.
- 12.3 The Ticket Holder acknowledges that Expo 2020 or Exposition Staff may conduct security searches at any time to ensure safety in the Expo 2020 Pavilions Premiere Site.

Prohibited Items

- 12.4 Ticket Holders are prohibited from transporting into or near to the Expo 2020 Pavilions Premiere Site the following items, including any items that Expo 2020 or the Exposition Staff determine at their sole discretion to be similar: (i) all types of explosive substances and devices; (ii) firearms and weapons (and their parts, replicas); (iii) ammunition (including fake items); (iv) gas pistols and cartridges; (v) detonator capsules, electrical detonators, electrical flammables, detonating cord; (vi) all controlled substances; (vii) daggers, switch blades, knives and other bladed objects; (viii) projectiles, including Boomerangs and catapults; (ix) offensive weapons or implements such as bayonets, flick knives, extendable batons, sharpened comb, modified belt buckles and loose blades modified into weapons; (x) flails and knuckledusters; (xi) electroshock equipment/stun guns; (xii) alcohol; (xiii) personal protection sprays such as CS or pepper sprays; (xiv) fireworks, flares and smoke canisters; (xv) bicycles, scooters, segways, roller skates and other mobile devices not intended for use by Persons of Determination; (xvi) radioactive Materials; (xvii) corrosive Materials; and (xviii) radio or mobile phone jammers, radio scanners, unauthorised radios. Expo 2020 reserves the right to amend this list in its sole and absolute discretion.

Restricted Items

- 12.5 Ticket Holders are restricted from transporting into or near to the Expo 2020 Pavilions Premiere Site, the following any items, including any items that Expo 2020 or Exposition Staff determine at their discretion to be similar: (i) professional filming equipment, professional photography equipment with lenses over 30cm; (ii) food and beverage items (except infant food and beverage, special dietary items); (iii) any device with a laser beam/laser pointers or strobe lights; (iv) animals (except service and assistance animals e.g. guide dogs); (v) devices producing excessive noise (vuvuzela, drum, whistle, horns) which may affect comfort and safety; (vi) rigid poles and sticks (except walking sticks required for mobility reasons); (vii) signage and banners; (viii) religious, political, provocative or obscene messaging on clothing; (ix) items too large to be electronically screened; (x) any items intended for use in ambush marketing attempts; (xi) any items bearing the Expo 2020 logo, trade name and/or any kind of trademarks that are suspected to be counterfeit; and (xii) drones and unmanned aerial vehicles. Expo 2020 reserves the right to amend this list in its sole and absolute discretion.
- 12.6 The Ticket Holder acknowledges that if it arrives at the Expo 2020 Pavilions Premiere Site with a prohibited and/or restricted item listed above, or as otherwise determined by Expo 2020 or Exposition Staff, the Ticket Holder will not be entitled to enter the Expo 2020 Pavilions Premiere Site with the prohibited or restricted item.

- 12.7 Should the Ticket Holder wish to enter the Expo 2020 Pavilions Premiere Site they must surrender the prohibited and/or restricted item referred to in Clauses 12.4 and 12.5 to the Exposition Staff. The Ticket Holder acknowledges that Expo 2020 will not store any confiscated prohibited or restricted items at the Expo 2020 Pavilions Premiere Site or elsewhere. Expo 2020 may destroy or dispose of the prohibited and/or restricted item and in all cases shall not return any confiscated prohibited or restricted items to the Ticket Holder.
- 12.8 Any Ticket Holder who is found to be in possession of any prohibited and/or restricted items while in the Expo 2020 Pavilions Premiere Site may be removed from the Expo 2020 Pavilions Premiere Site, to be decided in Expo 2020's sole and absolute discretion.
- 12.9 Any Ticket Holder who is in breach of the Restricted Item Policy or the Prohibited Item Policy may be subject to arrest and/or prosecution by the relevant authorities depending on the nature of the prohibited and/or restricted item.

13. Access To and Use of the Expo 2020 Pavilions Premiere Site

- 13.1 The Purchaser and the Ticket Holder hereby acknowledge and accept that due to venue capacity limitations, access flow constraints, health and safety requirements and local law authority enforcement obligations Expo 2020 does not guarantee access to the Expo 2020 Pavilions Premiere Site to any Ticket Holder even if the Ticket Holder has a Date Assigned Ticket.
- 13.2 The Ticket Holder should investigate on the Expo 2020 Website as to the exact opening and closing time of entrance gates and the times suggested by Expo 2020 for entry to the Expo 2020 Pavilions Premiere Site, as well as to possible changes of the date, time or other elements relating to Expo 2020 Pavilions Premiere and events within the Expo 2020 Pavilions Premiere Site including pavilions, restaurants, shops, attractions etc.
- 13.3 In addition to these Terms and Conditions, the Ticket Holder is required to comply with: (i) regulations posted at the entrance and inside the Expo 2020 Pavilions Premiere Site including fire and safety regulations; (ii) the regulations and rules posted on the Expo 2020 Website; (iii) any directives that Expo 2020 may deem necessary and communicate for technical or organisational reasons; and (iv) any written or verbal instructions of the Exposition Staff.
- 13.4 Expo 2020 will ensure that People of Determination will be accommodated at Expo 2020 Pavilions Premiere and within the Expo 2020 Pavilions Premiere Site and shall not be discriminated against in accordance with the federal law of the United Arab Emirates as applied in Dubai.
- 13.5 If a Ticket Holder holding Ticket leaves the Expo 2020 Pavilions Premiere Site for any reason, the same Ticket may not be used to re-enter the Expo 2020 Pavilions Premiere Site. There will be no pass-outs or re-admission of any kind for a Ticket, unless otherwise permitted in the Ticket Terms and Conditions or as otherwise permitted by Expo 2020 in its sole and absolute discretion.

- 13.6 Expo 2020 reserves the right, without prior notice and without refund, reimbursement, liability or compensation, to (i) change the operating hours and/or dates of the Expo 2020 Pavilions Premiere Site (including all events to be held during Expo 2020 Pavilions Premiere); (ii) close any area of the Expo 2020 Pavilions Premiere Site temporarily or permanently, (iii) restrict the number of persons having access to the Expo 2020 Pavilions Premiere Site; and/or (iv) suspend and/or cancel any attraction or entertainment program including, for the avoidance of doubt, Expo 2020 Pavilions Premiere itself.
- 13.7 While walking around the Expo 2020 Pavilions Premiere Site, all Ticket Holders must only use the paths indicated for pedestrian use. It is not permitted for any Ticket Holders to walk, lie, climb or stand on the grass or on any structure at the Expo 2020 Pavilions Premiere Site with the exception of any areas or furniture specifically designated for use by the Ticket Holders for this purpose.
- 13.8 The Ticket Holder must immediately notify Expo 2020 or Exposition Staff present at the Expo 2020 Pavilions Premiere Site of any incident, accident or emergency or possible incident occurring at the Expo 2020 Pavilions Premiere Site and, if requested to do so, notify any applicable competent authority such as the police, fire or emergency services.
- 13.9 Expo 2020 reserves the right to refuse re-entry to anyone for the duration of Expo 2020 Pavilions Premiere who has previously been removed from Expo 2020 Pavilions Premiere in accordance with these Terms and Conditions.
- 13.10 Ticket Holders must: (a) not enter the Expo 2020 Pavilions Premiere Site if: (i) suffering from any symptoms related to COVID-19; (ii) they have been in contact with anyone suspected or confirmed as COVID-19 positive; and/or (iii) they have been issued with an order to self-quarantine; (b) comply with temperature checks prior to entering the Expo 2020 Pavilions Premiere Site; (c) wear a face mask at all times, unless a valid exemption is presented; (d) comply with all disease prevention measures, including social distancing.
- 13.11 Ticket Holders are advised by Expo 2020 to download the Al Hosn application as a means of disease prevention.
- 13.12 Ticket Holders must stay within assigned areas within the Expo 2020 Pavilions Premiere Site and must not enter any closed-off areas as indicated by signage and/or as directed by Expo 2020 staff.

Prohibited and Restricted Items Policy

- 13.13 Ticket Holders are prohibited and restricted from performing the following behaviors near to or within the Expo 2020 Pavilions Premiere Site: (i) any activity that is considered illegal under applicable laws; (ii) use of profane, vulgar, offensive or derogatory language or gestures; (iii) threatening and abusive behavior including verbal and physical (e.g. chanting, any physical aggressive behavior, any behavior considered to be sexist or racist); (iv) gambling, stealing or fraudulent activities; (v) taking of illegal substances including illegal drugs; (vi) being intoxicated; (vii) starting or attempting to start a fire, including violating fire prevention guidelines; (viii)

making an action which disturbs public morals and norms of conduct, or publicly displaying intimate body parts; (ix) damaging any third party or Expo 2020 assets, equipment, vegetation, cultural sites or other areas within the Expo 2020 Pavilions Premiere Site; (x) violating security and/or access control measures, including attempting to gain entry to areas not specified on the Ticket and other prohibited areas; (xi) conducting a demonstration; (xii) throwing or attempting to throw an item/object such as balls, sport balls, rockets, Frisbees or similar objects or projectiles; (xiii) utilizing mounts for photo and video equipment including tripods, monopods and selfie sticks; (xiv) disruptive, distracting, interrupting behaviour or behaving in a manner that may disrupt and/or interfere with activities or events or the comfort of others enjoyment, safety or security; (xv) utilising a seat other than that allocated as per a Tickets for an event, performance or show, unless otherwise instructed to do so by Exposition Staff; (xvi) restricting the view of others, and/or deliberately attempting to block the view of others; (xvii) blocking areas that compromise safety, including stairs, steps, passages, accessible areas and exits; (xviii) use of any device for the purpose of gaining attention, including any loud speaker, public address or broadcast device not approved by Expo 2020; (xix) smoking outside designated smoking areas as indicated by signs; (xx) consumption of alcohol outside of a licensed area where the product was purchased; (xxi) offensive exposure of oneself in public, including wearing inappropriate attire (clothing should not be transparent, indecently exposing parts of the body or displaying offensive pictures or slogans, shorts and skirts shall be of an appropriate length; any form of nudity or swimwear shall be forbidden); (xxii) attempting to climb onto fences, balustrades, lighting installations, masts, load bearing structures, sculptures, displays or trees located at the Expo 2020 Pavilions Premiere Site; (xxiii) acting or engaging in actions/activities that could cause crowding, become a safety risk, create a stampede and/or public disturbances; (xxiv) distributing, posting, sticking, placing or attempting to post, stick or place any posters, placards, bills, banners, prints, papers, or any advertising or promotional materials, on any building, structure, fence or any area near or within the Expo 2020 Pavilions Premiere Site, including any parking areas; (xxv) unauthorised distribution, hawking, selling or offering or exposing for sale any goods or services, or collecting money or orders for goods or services in any area within or near the Expo 2020 Pavilions Premiere Site including the parking areas; (xxvi) conducting public surveys or opinion polls, soliciting money, unauthorised reporting, collecting donations or subscriptions from members of the public in any areas near or within the Expo 2020 Pavilions Premiere Site including the parking areas; (xxvii) participation in Ambush Marketing activities, selling counterfeit goods or Ticket touting in any area near or within the Expo 2020 Pavilions Premiere Site; (xxviii) images, video and sound recordings with devices such as mobile phone, tablet, photo camera, video camera or audio equipment cannot be used for commercial purposes or for any purpose other than for private and domestic; (xxix) taking photos, videos or recording of person(s) without their consent or otherwise in accordance with applicable law; and (xxx) conducting entertainment without obtaining the required approvals/licenses. Expo 2020 reserves the right to amend this list in its sole and absolute discretion.

- 13.14 Any Ticket Holder found engaging in the behaviour stated in Clause 13.11 above (to be determined in Expo's sole and absolute discretion) may result in their Tickets being void, together with any other Tickets held by the Ticket Holder, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site and the Ticket Holder will be asked to leave the Expo 2020

Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law.

Personal Property

- 13.15 The Ticket Holder must keep personal belongings with them at all times. Unattended bags or belongings found anywhere in the Expo 2020 Pavilions Premiere Site will be subject to search, removal and/or destruction. Please see the Expo 2020 Website for further information on the lost and found items procedure.
- 13.16 The Ticket Holder is solely responsible for the safekeeping of their personal property and, as such, Expo 2020, its affiliates, the BIE, the Exposition Staff or any other Person involved in the organisation of Expo 2020 Pavilions Premiere do not accept any responsibility or liability for any loss, theft or damage of a Ticket Holder's personal property while at the Expo 2020 Pavilions Premiere Site. The Ticket Holder will release Expo 2020, its affiliates, the BIE, the Exposition Staff and any other Persons involved in the organisation of Expo 2020 Pavilions Premiere from any liability for any loss or damage to personal property they may suffer in relation to their attendance at Expo 2020 Pavilions Premiere.

14. Filming, Photography and Recordings

- 14.1 The Ticket Holder consents to be photographed, filmed or taped by Expo 2020, its affiliates, the BIE, any media appointed by Expo 2020 or the Exposition Staff during their visit to Expo 2020 Pavilions Premiere.
- 14.2 The Ticket Holder consents that Expo 2020, its affiliates, its Commercial Partners, the BIE and any media appointed by or accredited to Expo 2020 shall have the right to broadcast, publish, license and use in any manner whatsoever any live or recorded audio, video, photographs, recordings or any publication or reproduction of Expo 2020 Pavilions Premiere which contains the Ticket Holder's image, likeness, actions and statements made of, or at, Expo 2020 Pavilions Premiere in any medium or context for any purpose globally without any remuneration or other form of consideration in perpetuity. Expo 2020 and any third parties and anyone acquiring from Expo 2020 the right to use such material are not liable to the Ticket Holder in any way for its use.
- 14.3 Images, video and sound recordings of Expo 2020 Pavilions Premiere taken by the Ticket Holder with a media capture device such as a mobile phone, tablet, photo camera, video camera, audio equipment or device hereafter existing, cannot be used for any purpose other than for private and domestic purposes. The Ticket Holder may not sell, license, broadcast, publish, or otherwise commercially exploit such material including on social networking website and applications as well as the internet more generally or make it available to third parties for commercial purposes.
- 14.4 Please be advised that there are certain areas within the Expo 2020 Pavilions Premiere Site that photo, video and/or audio recording is prohibited for security reasons, for example, the security screening area, the restroom facilities and restricted access areas, certain performances etc.

14.5 Please be advised that taking photos or shooting videos of other persons in the United Arab Emirates without their consent may be considered an invasion of their privacy and may lead to prosecution. Expo 2020 hereby notifies all Ticket Holders that not all visitors to the Expo 2020 Pavilions Premiere Site, including Exposition Staff, wish to be photographed, videotaped, recorded or bothered in any manner and any liability incurred for doing so is the Ticket Holder's own.

15. Personal Information and Use

15.1 By purchasing, accepting and/or holding a Ticket, you hereby acknowledge that you have read and agree to the contents of Expo 2020's Data Privacy Policy which is available on the Expo 2020 Website and incorporated into these Terms and Conditions.

15.2 Expo 2020 shall only use, process, store and transfer the personal information and data provided by the Ticket Holders to Expo 2020 strictly in accordance with Expo 2020's Data Privacy Policy.

15.3 Expo 2020 are committed to ensuring that the Purchaser's and/or Ticket Holder's personal information and data is secure, and, as such, Expo 2020 has put in place suitable procedures to safeguard it, in accordance with applicable data protection laws.

15.4 You acknowledge that Expo 2020 may share your personal information and data with relevant authorities, such as police, for safety and security reasons, which may include security checks on the names of the Ticket Holders. Expo 2020 reserves the right to refuse access to any Ticket Holder who has been convicted of an offence which, in Expo 2020's sole and absolute discretion, is likely to affect the safety or enjoyment of the visitors.

15.5 The Ticket Holder acknowledges that any personal information and data that the Ticket Holder has provided to the Authorised Reseller will be subject to the Authorised Reseller's privacy policy and applicable law. Expo 2020, therefore, recommends that the Ticket Holder reviews the privacy policies of the Authorised Reseller at regular intervals.

15.6 CCTV is in use in the Expo 2020 Pavilions Premiere Site for the purpose of crime prevention and public safety. The Ticket Holder consents that Expo 2020 may use such images for the purpose of maintaining and investigating safety and security at the Expo 2020 Pavilions Premiere Site. Such CCTV recording shall be used, stored, transferred and destroyed in accordance with applicable laws.

16. Liability

16.1 Ticket Holders acknowledge and accept the risks and dangers inherent in attending the Expo 2020 Pavilions Premiere Site. The Ticket Holder is required to pay the maximum attention and exert the maximum due care and prudence in and near the Expo 2020 Pavilions Premiere Site.

- 16.2 A Ticket Holder acknowledges and accepts it is responsible for his or her own safety and for the safety of any accompanying Children while attending Expo 2020 Pavilions Premiere.
- 16.3 Admission to the Expo 2020 Pavilions Premiere Site is at the Ticket Holder's sole risk. Neither Expo 2020, its affiliates, the BIE, the Exposition Staff or any other person involved in the organisation of Expo 2020 Pavilions Premiere accept responsibility or liability for any loss, injury or damage to person sustained within the Expo 2020 Pavilions Premiere Site. Expo 2020 does not exclude liability for death or personal injury caused by the negligence of Expo 2020.
- 16.4 Personal arrangements including travel, accommodation or hospitality relating to attendance at the Expo 2020 Pavilions Premiere Site which have been arranged by or on behalf of the Ticket Holder are at the Ticket Holder's own risk.
- 16.5 Neither Expo 2020, its affiliates, the BIE, the Exposition Staff or any other person involved in the organisation of Expo 2020 Pavilions Premiere shall be responsible or liable to the Ticket Holder or Purchaser for any failure to perform any obligation under these Terms and Conditions to the extent that the failure is caused by an event of Force Majeure.
- 16.6 Neither Expo 2020, its affiliates, the BIE, the Exposition Staff or any other person involved in the organisation of Expo 2020 Pavilions Premiere shall be responsible or liable to the Ticket Holder or Purchaser for any incidental and indirect losses or damages including loss of employment, goodwill or profit and/or travel, parking or accommodation expenses.
- 16.7 Expo 2020, its affiliates, the BIE, the Exposition Staff or any other person involved in the organisation of Expo 2020 Pavilions Premiere shall not be liable for any breach by the Ticket Holder or Purchaser of these Terms and Conditions.
- 16.8 If a Ticket Holder or Purchaser causes Expo 2020 to incur loss, damage, costs or expense due to breach of these Terms and Conditions or otherwise, then the Ticket Holder or Purchaser shall be liable to Expo 2020 for this.
- 16.9 If a Ticket Holder or Purchaser causes a third party to incur loss, damage, costs or expenses due to its breach of these Terms and Conditions or otherwise, then the Ticket Holder or Purchaser shall be liable to the third party for this.
- 16.10 Except as required by law, neither Expo 2020, its affiliates, the BIE, the Exposition Staff or any other Person involved in the organisation of Expo 2020 Pavilions Premiere shall have any liability to a Ticket Holder or Purchaser beyond the face value of the Ticket purchased.

17. Breach of these Terms and Conditions

- 17.1 If a Ticket Holder or Purchaser in the sole discretion of Expo 2020 breaches these Terms and Conditions, then Expo 2020 reserves the right to void any Tickets, together with any other Tickets

held by the Ticket Holder or Purchaser, the Ticket Holder shall not be permitted entry to the Expo 2020 Pavilions Premiere Site and/or a Ticket Holder will be asked to leave the Expo 2020 Pavilions Premiere Site without refund, notwithstanding any other right that Expo 2020 may have under applicable law. The Ticket Holder and Purchaser agree that Expo 2020 may void the Tickets without the prior order of any court.

- 17.2 If the Ticket Holder or Purchaser breaches these Terms and Conditions, Expo 2020 may also pass information concerning the Ticket Holder or the Purchaser, as the case may be, to the relevant law enforcement agencies, and/or who may have an interest in the management of Expo 2020 Pavilions Premiere. They may use this information to take action against a Ticket Holder or Purchaser in relation to its breach.
- 17.3 Any Ticket obtained or used in breach of these Terms and Conditions shall be void and all rights conferred or evidenced by such Ticket shall be nullified.
- 17.4 Any Person seeking to use a Ticket obtained in breach of these Terms and Conditions in order to gain entry to Expo 2020 Pavilions Premiere may be considered to be a trespasser and may be liable to be refused entrance, ejected from the Expo 2020 Pavilions Premiere Site and/or liable for legal action, including criminal prosecution.

18. General

- 18.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of the United Arab Emirates, as applied in the emirate of Dubai. Any dispute or claim arising out of or in relation to these Terms and Conditions, including any transaction with Expo 2020, shall be finally settled by the courts of Dubai.
- 18.2 If Expo 2020 delays or fails to exercise a right or remedy or enforce any of these Terms and Conditions or those available by applicable law it shall not mean that Expo 2020 has waived its right to do so. A waiver of a breach of any of the Terms and Conditions or of a default under these Terms and Conditions does not constitute a waiver of any other breach or default and shall not affect the other terms of the Terms and Conditions.
- 18.3 These Terms and Conditions have been drafted in English. Translations of these Terms and Conditions in to other languages may be made available to the Ticket Holders by Expo 2020 on the Expo 2020 Website or by the Authorised Resellers. In the event of any discrepancy between the English and the translated version of these Terms and Conditions, the English version shall prevail.
- 18.4 Expo 2020 reserves the right to amend these Terms and Conditions at any time and such amendment is effective from the date it is posted on the Expo 2020 Website.
- 18.5 In case of any contradictions between these Terms and Conditions and the Ticket Terms and Conditions, these Terms and Conditions shall prevail.

- 18.6 If any part of these Terms and Conditions is deemed by a court (or by the arbitrator) to be unenforceable, the remainder of the Terms and Conditions shall not be affected.
- 18.7 Any questions relating to these Terms and Conditions or the Ticket Terms and Conditions or the Expo 2020 policies referenced herein should be addressed to the call center which may be reached at 800 EXPO (800 3796).