

## GENERAL TERMS AND CONDITIONS FOR TICKET HOLDERS AND VISITOR REGULATIONS

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### ART. 1 - Definitions

**Event:** Event scheduled at the Veronafiery Exhibition Centre.

**Organizer:** the owner of the organization of the event.

**Ticket/entrance document:** a valid document duly purchased or provided, for various reasons (e.g. invitation coupon), by the Organizers or exhibitors through official channels on presentation of which the bearer is allowed to access the exhibition/event scheduled in the designated location (hereafter, the **Location**), on the dates and times indicated therein. The Ticket must be intact and shown at the time of entry to the admission staff and retained for the entire period of stay at the location.

**Ticket Buyer:** the person who purchases the Ticket from the Organizer, also on behalf of third parties.

**Ticket Holder :** anyone presenting or in possession of the Ticket.

### ART. 2 - Ticket price - ticket collection

**2.1** - The price of the Tickets corresponds to the price indicated on the Ticket itself. All prices include VAT.

**2.2** - Tickets can be sold to the Ticket Buyer in various ways depending on the type of distribution channel used by the Organizer. Tickets can be made available in printed or electronic formats.

### ART. 3 - Due validity of tickets and prohibitions

**3.1** - Only Ticket Holders are authorized to enter the event.

**3.2** - The Organizer shall not be obliged to replace lost, defaced, damaged, destroyed, stolen or illegible tickets.

**3.3** - It is absolutely forbidden to re-sell tickets for profit unless specific agreements have been defined by the Organizer with third parties.

**3.4** - Furthermore, tickets may not be transferred or given to third parties for commercial, advertising or promotional purposes without obtaining prior authorization from the Organizer. Should the Tickets have been purchased from unauthorized third parties, or should the Ticket be stolen, forged, illegible or copied, the Ticket Holder shall not be allowed access into the exhibition/event.

### ART. 4 - Cancellation of exhibition/event - reimbursement of tickets

**4.1** - The Organizer reserves the right to cancel and/or reschedule the Event. In this case, refunds for admission tickets to buyers will be made exclusively in the event of cancellation and/or rescheduling by the Organizer: reimbursement methods may include full reimbursement or the issue of transferable or non-transferable vouchers valid for the next edition of the Exhibition, as defined in the ticket section of the website of the Exhibition in question.

**4.2** - The Ticket Holder should also acknowledge that certain factors, such as, for example, unfavourable weather conditions, public safety, force majeure or other organizational factors not attributable to the Organizer, may involve variations in exhibition/event dates and opening times. The Organizer shall not be held liable should any of these situations arise.

**4.3** - The Organizer shall in no way be responsible for any further cost, expense, charge or damage sustained by the Ticket Holder.

### ART. 5 - Rules pertaining to entry and stay in the location during the exhibition/event show / event

**5.1** - The Ticket Holder shall uphold these rules, which are also displayed at the entrance, inside the Location and on the website, and shall be obliged to uphold the directives that the Organizer deems necessary and communicates for technical or organizational purposes.

**5.2** - In order to access and remain inside the location, the Ticket Holder must uphold the following instructions:

- a. The Ticket Holder shall maintain conduct in keeping with the standards of law, order and public safety and not pose a threat to the security of the event in general or to the visiting public;
- b. The Ticket Holder shall not interrupt or disturb or attempt to interrupt the regular performance of activities inside the exhibition/event;
- c. Ticket Holders, for their own safety and the safety of any minor they may be accompanying, shall be obliged to pay maximum attention and use maximum care and diligence inside the exhibition and uphold the notifications and standards of conduct displayed inside the location or in its vicinity.
- d. The Ticket Holder must scrupulously comply with the mandatory measures envisaged by the Organizer in terms of health and safety, with particular regard to the protocols envisaged for combating and containing the spread of COVID 19. Among other things, access to the

location is precluded to anyone presenting symptoms attributable to contagion (e.g. body temperature >37.5 °C): for this purpose, all Ticket Holders may be subjected to temperature detection controls in accordance with methods specifically envisaged in the security protocols defined for this purpose.

**5.3** - Minors may access the exhibition centre (in any case with a ticket, as defined by the entry procedures for individual events) only if accompanied by an adult (a person at least 18 years old).

**5.4** - Parties of school children are allowed into the exhibition only and exclusively if accredited and only on the days indicated by the Organizer. Any school groups that have not been accredited will not be allowed access to the exhibition.

**5.5** - It is forbidden to enter the location with the following items:

firearms and other instruments than may be offensive or harmful to the physical and/or mental safety of the people (by way of example but not limited to: handguns, explosive devices, fireworks, smoke bombs, toy weapons, firearm reproductions or imitations that could be mistaken for real weapons, electric truncheons, chemical substances, gases and sprays able to produce disabling or immobilizing effects, acids and repellents for animals, knives, blades, paper cutters, scissors, etc. ...);

- Trumpets and musical instruments of any kind, where not explicitly authorized by the Organizers, megaphones and other sound emission or amplification systems and any other object that could constitute a risk to the safety of the persons within the area and cause a disturbance, i.e. compromise the regular performance of the exhibition/event;

- Drugs, poisons, harmful substances, inflammable material, paints or other defacing material.

**5.6** - The Ticket Holder, as an indispensable access condition into the Exhibition, shall give his/her consent to security inspections and to all the necessary checks, including the use of metal detectors, before and during the visit to the location. Within the context of the foregoing control and security activities, with the purpose of preventing unlawful introduction of the materials and substances described in at 5.5 of these regulations into the exhibition/event, the Ticket Holders may be asked to show the contents of bags, backpacks or any other type of bag or personal object they may be carrying.

**5.7** - Furthermore, in exercising their duties, security and control service staff employed by the Organizer may also carry out the following activities:

a. preliminary checks:

- preliminary routine observation of the areas involved in the exhibition/event to check for the presence of any unlawful substances or prohibited items, as well as any other material that may be used improperly, thereby placing the safety or health of people at risk, with the duty to inform immediately the Police and other Authorities or competent public structures;

- the adoption of every effective initiative to prevent security exits becoming blocked or difficult to access and, in any case, ensure the regular performance of event activities;

b. checks at public access points:

- overseeing exhibition/event entrances and management of flows of people;

- verification of possession of a valid entry pass, when so envisaged, and, in the case of a personalized ticket or a minimum access age, verification of an identity document and respect of the instructions governing access;

- routine observation of people in order to control possible introduction of unlawful substances, prohibited items or materials that could pose a danger to public safety or health, with the duty to inform immediately the Police and other Authorities or competent public entities;

c. checks inside the areas where the exhibition/event is held:

- general observation activities to ensure that public and private subjects uphold the required instructions, provisions or rules of conduct;

- assistance in first aid procedures that do not require the intervention of public authorities or the use of force or other means of coercion or exposure to risk, with the aim of preventing or interrupting conduct or situations that may potentially pose risks for public health and safety. In any case, the Police and other Authorities or competent public entities must be notified immediately and, if so required, maximum collaboration must be given to them.

**5.8** - Inside the location, it is forbidden to adopt any conduct that may give rise to hazardous situations and/or place the personal safety of the Ticket Holder or third parties at risk and/or any behaviour contrary to public order and/or morality and/or which might, in any way, disturb the regular performance of the exhibition/event and the Organizer's activities, including, for example: smoking in areas not designated for this purpose, gambling, the unauthorized collection of money, promotional activities (both individual or group), any form of advertising or marketing carried out with any means and not authorized by the Organizer's competent offices, any form of protest (including those linked to political, associative, trade union or religious organizations), the sale of goods by unauthorized persons or in unauthorized places, ticket sales, the transmission and/or registration of unauthorized data for commercial purposes, by means of mobile phones or other instruments (video-cameras, cameras, recorders, etc.), unauthorized access of reporters and journalists with recording equipment and/or video-cameras, cameras, attempts to access private areas, requests for money or other goods without authorization (for example, for musical performances or entertainment at the entrances or inside the location, begging, touting, etc...).

**5.9** - The Organizer will report any violation of the foregoing provisions to the competent Authorities. The Organizer also reserves the right to claim compensation for any damages sustained.

### ART. 6 - Videos, photographs and recordings

**6.1** - Ticket Holders acknowledge that, inside the Location of the Event and as notified by specific signs, photographs and videos will be taken by the Organizer or the third parties appointed by it; inasmuch, visitors may be photographed, filmed or recorded and that photographs, videos and recordings portray them inside the Location may be broadcast, published, shared online and made available to the public. If you do not wish to be filmed/photographed, notify the operator in charge.

**6.2** - Ticket Holders also acknowledge that, as indicated by specific signs, all inside and outside areas of the VeronaFiere Exhibition Centre are subject, for security reasons, to video surveillance. Images obtained by these systems may be made available, on request, to judicial authorities or the police.

**6.3** - Any images, videos and sound recordings that Ticket Holders may take at the location using cameras, video-cameras or audio devices, may not be used for any reason than other domestic and private purposes. Inasmuch, the Ticket Holder is not allowed to sell, allow use, broadcast, publish or exploit this material in any way for commercial purposes.

### ART. 7 - General provisions

**7.1** - These Terms and Conditions are brought to the due attention of Ticket buyers and other ticket holders by displays installed at the entrance and inside the location itself, as well as on the website, and constitute the only existing contract between the Parties. These Terms and Conditions shall be considered as confirmed and accepted on buying the ticket (for the purchasers) and on showing the ticket on entry to admission staff (for other ticket holders).

**7.2** - These Terms and Conditions are drawn up in Italian as the official language and are governed exclusively by Italian law. Any controversy in their regard, shall be the exclusive jurisdiction of the Court of Verona.

### ART. 8 - Damages and liabilities

**8.1** - The Organizer shall not be liable for any damages sustained by the Ticket Holder from facts not attributable to it, nor for any damages that the Ticket Holder may cause to third parties and/or things.

**8.2** - The Organizer cannot be held responsible for any consequences arising from the Ticket Holder's careless or negligent behaviour; Ticket Holders shall, in any case, be obliged to ensure maximum diligence and care during their visit to the exhibition/event.

**8.3** - Surveillance staff must, in any case, be informed of any incident that may involve the Ticket Holder in order to check directly the condition of places and things and compile pertinent paperwork; in any case, the Organizers shall be waived of any possible liability towards the Ticket Holder should the latter not immediately notify surveillance staff of the incident.

**8.4** - Furthermore, the Organizer cannot be held responsible for any unforeseeable and/or indirect damages that the Ticket Holder may sustain, by way of example but not limited to, loss of earnings, missed opportunities, lost income, lost customers, lost data, any financial and commercial damage, any commercial problem or intangible damage.

### ART. 9 - Personal data protection

The personal data of Ticket Buyers and Ticket Holders, including any data provided at the time of access to the Event, and their images pursuant to Articles 6.1 and 6.2 above, will be processed by the Organizer as Data Controller as indicated in the Notification issued by it pursuant to Article 13 of European Regulation n. 2016/679 ("GDPR"), which can be found on the Organizer's website dedicated to the Event in question.

### ART. 10 - Special exhibition regulations

Ticket Holders must observe the special regulations issued for each individual exhibition, which are referenced in full in this document.