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Attendee Terms & Conditions

Please read the following Terms and Conditions carefully and make sure you understand them before submitting a booking form, as described in Clause 1.1 below ("Registration Form"). Please pay special attention to Clause 3.1 (Cancellation) and Clause 4 (Liability).

These Terms and Conditions, together with any terms and conditions stated on the Registration Form (together, the "Attendee Terms and Conditions") govern the agreement between the Organizer of The Customer Conference, Customer Success Network (the "Organizer") registered at 43 Gainsborough Green, Malahide, K36 Dublin and the person making the booking as set out on the Registration Form ("Attendee") (together, the "Parties") in connection with the purchase of tickets and attendance at the event, exhibition, conference, or award specified in the Registration Form (the "Event"), regardless of whether it takes place at a physical location or digitally.

When you purchase Event tickets on behalf of a delegate or multiple delegates (an "Attendee"), those Attendees will be subject to these Attendee Terms and Conditions, as well as all other terms and conditions stated on the Registration Form, and you agree to ensure their compliance with the same.

In the event of a conflict, inconsistency, or ambiguity between this Agreement and any terms and conditions stated on the Registration Form, these Attendee Terms and Conditions shall govern.

To inquire about the Event or the Attendee Terms and Conditions, including any special requirements, please contact events@customersuccess.network before you submit the Registration Form.

1. Registration and Payment

1.1. Tickets may be purchased online or on an invoice for large groups only. In order to buy a ticket or tickets online for an Event, you have to fill out the relevant Registration Form and submit it through our website according to the instructions therein.

1.2. You agree to ensure the information you provide on the Registration Form is accurate, including your contact information (for following up with you) and in compliance with these Attendee Ticket Terms and Conditions.

1.3. By submitting a Registration Form in any manner provided for in Clause 1.1 above, you are offering to purchase a ticket or tickets for the Event in accordance with the Attendee Terms and Conditions. All Event tickets are booked under the Attendee Terms and Conditions to the exclusion of all other terms and conditions.

1.4. We confirm receipt of your Registration Form, however, your offer is not deemed accepted until you have received a registration confirmation from us. From that point forward, both Parties will be bound by the Attendee Terms and Conditions.

1.5. In case there is a fee to attend the Event (as detailed on your Registration Form) (the "Fee"), you may pay the Fee by credit card, debit card, or by payment of our invoice (if applicable to your purchase).

1.6. If you pay by credit or debit card, you authorize us to charge your chosen credit or debit card for the Fee.

1.7. If you pay by invoice, we will send you an invoice for the full amount of your Event ticket after we have confirmed your booking. You must pay the Fee immediately after receiving it.

1.8. Unless otherwise specified on your Registration Form, the Fee covers your entry to the Event, but not your travel, accommodation, insurance, and any other costs (all of which you must arrange and pay for yourself).

1.9. Where a fee applies to your registration, you shall pay it in full without deduction or withholding unless it is required by law. We may, without limiting our other rights or remedies, set off any amount that you owe us against any amount we owe you.

2. Attendance of the Event

You and your delegates must adhere to the following rules while attending the Event:

2.1. Guidelines and regulations compliance

2.1.1. Applicable laws and regulations, including (but not limited to) health and safety laws;

2.1.2 All instructions given by us or on our behalf, including (but not limited to) any security arrangements;

2.1.3 Terms and conditions of the event venue.

2.2. Safety and security at the event

2.2.1 You and your delegates are responsible for ensuring your own safety and security while at the Event. We shall not be liable for any loss or damage you suffer, except as set out in Clause 4.1. By accepting this Agreement, you agree to observe and comply with all applicable health and safety and COVID-safe protocols issued by us or on our behalf and acknowledge that failure to do so constitutes a material breach of this Agreement.

2.2.2 Attendees should take the proper precautions regarding COVID and follow government guidelines regarding symptoms before attending the conference in person. Everyone attending the Event needs to take responsibility for themselves, ensuring they maintain minimal physical contact, be considerate of other attendees, and adhere to a strict hygiene regime. Any participant who develops symptoms of COVID during the event will be responsible for any quarantine costs and for changing their travel arrangements.

2.3 Filming and photography

2.3.1 We may choose to photograph, film, broadcast, or record the Event at our discretion. You grant us an irrevocable license to use your name, voice, likeness, image, and any contributions you or any your delegate make to the Event in any and all media, now known or hereafter devised, throughout the world and in perpetuity.

2.3.2. You must inform us at least 48 hours prior to the Event if you or any Delegate do not wish to have your name, voice, likeness, image, and/or contribution used in accordance with Clause

2.3.1 Such notices should be sent to events@customersuccess.network.

2.3.3 As other Event attendees may not wish their name, voice, likeness, image, or contribution to be used as outlined in Clause 2.3.2, we cannot allow you to photograph, film, broadcast, or record the Event without our advance approval.

2.3.4 Identifying information such as your name, voice, likeness, image or contribution may constitute personal data under the Data Protection Regulations if it can identify you. This personal information will be processed according to our privacy policy available here: https://customersuccess.network/docs/Privacy_Policy.pdf.

2.3.5 Should you or your delegate fail to comply with the Attendee Terms and Conditions, we reserve the right to refuse you entry to the Event or to subsequently remove you from the Event.

2.4. Digital Event

2.4.1 Clause 2.4 outlines your and your Delegates' responsibilities when it comes to digitally-delivered Events, any digital Content which you and your delegates access as part of the Event, you and your delegates attendance at a digital Event.

2.4.2 We will perform our obligation to provide you with Content in a reasonable manner, with reasonable skills and care.

2.4.3 The Event Platform and the Content will be made available to users in a constant, uninterrupted manner, but we cannot and do not guarantee this. Users may access our Event Platform on a temporary basis. Without notice, we may suspend, withdraw, discontinue or change all or any part of our Event Platform or website. Schedules for Content delivery provide estimates only. We will not be liable for any delay or failure to deliver Content caused by our service providers.

2.4.4 You must make all arrangements necessary for you to have access to the Content, regardless of whether it is made available via our Website, Event platform or other means.

2.4.5 Where we request it, you or each of your delegates shall set up a username and password for accessing the Content on the event platform or website (or other digital means) provided. In accordance with these Attendee Terms and Conditions, you acknowledge and agree that all logins, passwords, and other delegate identification are personal to the applicable delegate(s), and that they must treat such logins, passwords and other delegate identification as confidential and not disclose, share, or transfer them to anyone. When you become aware of any unauthorized use of them or any other breach of security regarding our Website, event platform or other digital means, you must notify us immediately. If, in our sole judgment, you or any Delegate have not complied with this agreement, we have the right to disable any user name, password, or other delegate identification at any time without prejudice to any other rights or remedies available to us. We may monitor usage for non-compliance with this clause, including unauthorized password sharing.

2.5 Content

2.5.1 You agree that you, and your delegates, shall only access, use, reproduce, modify, license, download, print, or otherwise make available the Content for your own business use within your company. Neither you nor your delegates may provide the Content to anyone outside your company, nor to anyone within your company who is not a delegate, without our prior consent.

2.5.2 We grant you a limited, non-exclusive, non-transferable licence to use the Content as set forth in these Attendee Terms and Conditions. You can only use this license for the number of delegates listed on your booking.

2.5.3 You agree that you:

- directly or indirectly, you shall not use the Content to develop or provide a product or service that competes with our business or the business of any of our Affiliates;
- in no case, shall use the Content in any manner that might infringe upon the rights of third parties, including their Intellectual Property Rights;
- must not disclose the Personal Data to any third party or use it except for the purposes for which it was expressly provided in the event that the Content contains Personal Data;
- shall comply with any obligations you may have under Data Protection Legislation if the Content contains Personal Data;
- must not use the Content in any way that is contrary to applicable law;
- shall not modify, decompile or reverse engineer any software provided as part of the Content;
- shall not alter or remove any copyright notices or other notices indicating rights in Content, and you shall not commercially exploit any Content.

2.5.4 We or our content providers own the intellectual property rights to the Content. In accordance with clause

2.5, you acknowledge and agree that nothing in these Terms shall be construed as giving you any ownership rights in the Content.

2.5.5 Digital Content may include links to third-party websites. You are responsible for deciding whether to access a third-party website, and your use of that third-party website is governed by its terms. We do not assume any responsibility for the content of third-party websites.

2.5.6 “Content” refers to all speaking slots, presentations, publications, articles, materials, videos, documents, data, research, reports, and/or other information we or our Affiliates provide to you or your delegates as part of or in connection with the Event, in any format (either digitally or in print).

2.5.7 The Content is provided only for general information and does not address any individual needs. The information provided here does not constitute advice, recommendations, representations, or endorsements on which you should rely. You should obtain professional or specialist advice before taking, or refraining from taking, any action based on any Content.

3. Amendments, Cancellation, and Postponement

3.1 Refunds

You can receive a full refund until March 10, 2022. After September 15, 2022 shall not be entitled to cancel your booking or receive a refund of the Fee after you have received a booking confirmation from us in accordance with Clause 1.4, whether under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or otherwise.

3.2 Change of attendee

If you or you delegate are unable to attend the Event, subject to our approval, you may transfer that booking to a colleague of the same organization without charge. Changes must be notified to

us at least 24 hours prior to the event date at events@customersuccess.network. A registration for an Event cannot be resold by you or on your behalf under any circumstances.

3.3 Amendments to the Event

3.3.1 At our sole discretion and without liability to you, we may make changes to the Event timings, content, schedule, or location (provided that any change in location is within a reasonable distance of the previous location). Changes to the Event date will be subject to Clause 3.3, 3.4 or 3.5, as applicable.

3.3.2 We reserve the right to change the medium in which the Event will be delivered (i.e. in person or virtually) and shall give you reasonable notice of any such change. When an Event is changed from in-person to virtual or vice versa, we shall not be liable to you for any amounts including any refunds.

3.4 Cancellation or postponement of the Event for Reasons Beyond Our Control

3.4.1 We will not be liable or responsible for any failure to perform, or any delay in performing, any of our obligations under these Attendee Terms and Conditions that is caused by Reasons Outside Our Control, except as otherwise set forth in this Clause 3.4.

3.4.2 In the event that it is necessary to cancel or postpone the Event as a result of any Reasons Beyond of Our Control, as decided by us in our sole discretion, we will endeavor to arrange a replacement Event and, in such circumstances, your booking and the Attendee Terms and Conditions shall apply to such replacement Event. You acknowledge that this shall constitute your sole remedy, and our only liability to you, in such circumstances.

3.4.3 “Reasons Beyond of our Control” means any act or event beyond our reasonable control, including without limitation strikes, lock-outs or other industrial action, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disasters, failure of public or private telecommunications networks, or failure of any third party (or their services) including any subcontractor or supplier.

3.5 Cancellation or postponement for any other reason

If, due to an unforeseen reason not covered under Clause 3.4, we must cancel or postpone the Event, or you do not meet the eligibility criteria we have provided (including via our Website), we will refund the Fee. We are only liable for such a refund if such circumstances arise, and you acknowledge that it is your only remedy in such circumstances.

4. Liability

4.1 Except as expressly stated in this Agreement, all warranties, conditions, and other terms implied by statute or common law are excluded to the fullest extent permitted by law.

4.2 Nothing in the Attendee Terms and Conditions shall exclude or restrict our liability to you for death or personal injury resulting from our negligence, the negligence of our employees in the course of their employment, or other liability that cannot be excluded by law.

4.3 Subject to Clauses 4.1 and 4.2, we shall not be liable for: (i) loss of profits; (ii) loss of business; (iii) depletion of goodwill and/or similar losses; (iv) loss of anticipated savings; (v) loss of goods; (vi) loss of contract; (vii) loss of use; (viii) loss due to corruption of data or

information; (ix) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses; (x) inaccuracies in Content or unavailability of Content or delay in delivery of Content; or (xi) loss or corruption of data ((i) to (x) together being "Losses"), whether or not we were advised of the possibility of such loss by you, any delegate or any third party.

4.4 Any views expressed at the event are solely those of the speakers. We shall not be liable for the views, acts, or omissions of any such speaker or any other attendee at the Event. Information provided or distributed during the Event does not constitute advice and should not be relied upon.

4.5 Subject to Clause 4.1 and 4.2, our maximum aggregate liability in contract, tort, or otherwise, including any liability for any negligent act or omission, howsoever arising out of or in connection with the performance of our obligations under the Attendee Terms and Conditions shall be limited to a sum equal to the amount of the Fee.

4.6 You shall indemnify us and keep us indemnified from and against all claims, damage, losses, costs (including, without limitation, all reasonable legal costs), expenses, demands or liabilities arising out of or in connection with any breach by you or your Delegates of the Attendee Terms and Conditions.

4.7 You and the organization specified on the Registration Form (if any) shall be jointly and severally liable for performance of your obligations in accordance with the Attendee Terms and Conditions, and you hereby warrant and represent that you have all necessary authority, consents and approvals to bind such organization (if any) to the extent set out in this Clause 4.7.

5. Anti-Bribery

We will comply with our anti-bribery and anti-corruption policies, which are available upon request and updated from time to time.

6. Data Protection

6.1 We will use any personal data you provide to us in connection with your registration and attendance at the Event in accordance with our privacy policy. Our Privacy Policy can be found here: https://customersuccess.network/docs/Privacy_Policy.pdf. You will make available to all delegates or other data subject(s) whose personal data you may provide to us a copy of or link to our privacy policy.

6.2 Where a Registration Form is completed on behalf of any delegate, the person completing the Registration Form warrants that he/she has the authority to do so.

7. Miscellaneous

7.1. Together with our Privacy Policy, the Attendee Terms and Conditions constitute the entire agreement between the Parties and supersede all prior agreements, promises, assurances, warranties, representations, and understandings between them, whether written or oral, regarding its subject matter.

7.2 Both parties understand that they shall have no remedy in respect of any statement, representation, assurance, or warranty (whether made in good faith or negligently) that is not stated in the Attendee Terms and Conditions or Privacy Policy, and further that they shall not have any claim for any damages.

7.3 Any or all of our rights and obligations under the Attendee Terms and Conditions may be assigned, mortgaged, encumbered, subcontracted, delegated, or declared a trust to or for the benefit of anyone, whether or not they have a separate legal personality. In addition to the provisions at Clause 3.2, you may not assign, transfer, mortgage, charge, subcontract, delegate, declare a trust over or otherwise deal with any of your rights and obligations under the Attendee Terms and Conditions without our prior written consent.

7.4 Attendee Terms and Conditions are personal to the Parties, and no third party has any rights to enforce them, including under the Contracts (Rights of Third Parties) Act 1999.

7.5 No failure or delay by us in exercising any right or remedy provided under this the Attendee Terms and Conditions or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict our further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict our further exercise of that or any other right or remedy.

7.6 In the event that any provision or part-provision of the Attendee Terms and Conditions is or becomes invalid, illegal, or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal, and enforceable. A provision or part-provision that cannot be modified shall be deemed deleted. A modification or deletion of a provision or part-provision under this Clause 7.6 shall not affect the validity and enforceability of the rest of the Attendee Terms and Conditions.

7.7 The Attendee Terms and Conditions do not exclude any rights or remedies provided by law, and they are an addition to them.

8. Applicable Law and Jurisdiction

These Attendee Terms and Conditions, their subject matter and their formation, are governed by Ireland. The court of Ireland shall have exclusive jurisdiction to settle any disputes arising in connection with these Attendee Terms and Conditions (including any non contractual terms).