

Arabian Travel Market 2024, 6 May – 9 May

Hosted Buyer Terms and Conditions

1. DEFINITIONS

In these terms and conditions, the following words shall have the following meanings unless the context otherwise requires:

“ATM Hosted Buyer Team” refers directly to the RX Event team based at Gateway House, 28 The Quadrant, Richmond, Surrey TW9 1DN, United Kingdom.

“Event” or “Show” means the Arabian Travel Market in person event running from 6 to 9 May 2024, also referred to as ATM Dubai 2024 or **“ATM”**.

“Exhibitor” refers to any supplier of travel products who has contracted with RX to take stand space at the Event.

“Hosted Buyer” is a term designated to a travel trade professional or buyer of travel products who has registered to attend the Event and has been qualified and accepted by RX, on the basis of these terms and conditions, to participate in the Hosted Buyer Programme.

“Hosted Buyer Programme” is an exclusive and limited capacity programme whereby RX provides accommodation and other benefits to Hosted Buyers who have qualified to participate and who, in return, agree to commit to certain programme requirements, including but not limited to a minimum number of pre-scheduled appointments.

“Medical Emergency” means an injury, illness or causing any ordinary prudent person to seek treatment, diagnosis, care or medical advice or treatment and usually requiring immediate action or hospitalisation.

“Pre-Scheduled Appointment” is an appointment organised by RX between a Hosted Buyer and an Exhibitor taking place at the Event.

“RX” means Reed Exhibitions Limited, of Gateway House, 28 The Quadrant, Richmond, Surrey TW9 1DN, United Kingdom, the organiser of the Event and the contracting party with the Hosted Buyer.

2. APPLICATION PROCESS

- a) All applicants must complete the online Register your Interest Form in order to be considered for the Hosted Buyer programme.
- b) Completion of the online Hosted Buyer ‘Register Your Interest’ Form does not automatically guarantee a place on the Hosted Buyer Programme. Applicants will be notified if they have been successful and each applicant must undergo a strict qualifying process. RX’s decision whether or not to accept a buyer on the Hosted Buyer Programme is final.
- c) Each applicant will be notified if they have or have not been successful, but in-depth feedback will not be given due to the volume of applicants.

- d) Due to limited capacity on the Hosted Buyer Programme and the volume of applicants, it is not possible to accommodate everyone who applies.
- e) Preference will be given to individuals who have not attended ATM previously or participated in the Hosted Buyer Programme in the last 3 or 4 years.
- f) **A registration fee of US\$250.00 (plus VAT) will be taken if you are accepted on to the Hosted Buyer Programme as a Hosted Buyer. This is not a deposit and is non-refundable. Failure to pay the registration fee within the stated time will result in your application being cancelled.**
- g) RX will only accept one application form per participant. In the event of more than one application per participant being received, only the first application form will be processed.
- h) RX will only ordinarily accept one application per company for the Hosted Buyer Programme. Any acceptance of additional Hosted Buyers from the same company or sister companies is at the complete discretion of RX.
- i) All applicants must be aged 18 or over and must meet Hosted Buyer application requirements to be considered.
- j) All applicants will undergo a vetting process against strict qualifying criteria and may be contacted for further information to support their application
- k) The interest form must be completed in full. Forms with missing, outdated or incorrect information will not be considered.
- l) References, as provided on the Hosted Buyer interest form, may be contacted at any time during the application process.
- m) Applicants must only apply if attending the Event to invest in outbound travel products and services and must NOT be attempting to sell any kind of inbound products and services.
- n) Buyers are asked not to apply if they do not meet the stated requirements or do not intend to meet the Hosted Buyer Programme commitments as stated below.
- o) Submission of the interest form and registration form for the ATM Hosted Buyer Programme will be taken as a Hosted Buyer's agreement to these terms and conditions.
- p) Applications from Hosted Buyers with any known Government travel restrictions, visa restrictions or border closures as a result of Covid-19 or any other cause at the time of application will not be accepted.

3. REGISTRATION

Successful applicants will be advised by email as to their Hosted Buyer status and will need to complete the following to secure their place (failure to do so will result in their Hosted Buyer place being cancelled):

1. complete the official show registration form;
2. complete a required hosted buyer form; and
3. pay the required US\$250.00 + VAT registration fee.

4. HOSTED BUYER APPLICATION REQUIREMENTS

To apply and be considered as a Hosted Buyer, all applicants must meet the below requirements:

- a) be a senior travel industry professional with direct purchasing and contracting authority;
- b) have direct spend in the Middle East;
- c) be able to demonstrate current Middle Eastern products or showcase a clearly defined business model for expansion into the Middle East;
- d) have an annual budget that is consolidated in various categories (flights, hotels, transport, etc.);

- e) not have participated in the ATM Hosted Buyer Programme in the last three to four years;
- f) ideally be new to ATM, never having participated previously in the Event;
- g) be willing to adhere to all Hosted Buyer Programme commitments including but not limited to the required appointment minimum;
- h) be able to provide references for business conducted in the last year; and
- i) be able to speak English to an intermediate level in order to converse with international Exhibitors. The Hosted Buyer Programme will also be conducted in English.

5. HOSTED BUYER BENEFITS

Successful applicants to the Hosted Buyer Programme will receive the following exclusive benefits as organised by RX, the ATM Hosted Buyer Team and Official Partners:

- a) recognition as a key buyer in the market;
- b) complimentary hotel accommodation in one of ATM's partner properties for four (4) nights from 5th to 9th May 2024. Check out will be the morning of 9th May 2024. For the avoidance of doubt, any additional nights' accommodation is payable by the Hosted Buyer;
- c) complimentary buffet breakfast at the allocated hotel (does not include a la carte where there may be additional costs);
- d) a scheduled roundtrip shared transfer from the partner hotel to the Event venue each day of the Event;
- e) early access to the online meetings platform;
- f) personalised support with pre-scheduling meetings in the Connect Me meetings platform;
- g) listing in the Hosted Buyer Directory in the Connect Me meetings platform;
- h) business card drop function with Exhibitors available in the Connect Me meetings platform;
- i) access to the Buyers' lounge at the Event, which includes complimentary refreshments and Wi-Fi;
- j) invitation to the highly exclusive ATM Party (optional, *return transfer post event not included*);
- k) exclusive Hosted Buyer events (transport will only be provided where indicated); and
- l) personalised support throughout the Hosted Buyer Programme by the ATM Hosted Buyer Team.

The following is NOT included in the Hosted Buyer Programme:

- a) travel/medical insurance;
- b) any visa or associated visa costs;
- c) extended hotel nights beyond the dates stated in the Hosted Buyer Programme;
- d) double occupancy costs
- e) hotel early check in/late check out fees or room upgrades;
- f) accommodation upgrades and/or in-room enhancements, mini bar, additional use of paid-for facilities;
- g) any flight costs or flight contribution amounts. For the avoidance of doubt, ATM offers a "semi-hosted" Hosted Buyer Programme only and all flight costs must be paid for by the Hosted Buyer;
- h) meals (unless where specified as provided in the final event schedule);
- i) drinks (unless where specified as provided in the final event schedule);
- j) any costs related to Covid-19, including but not limited to PCR testing requirements;

- k) Dubai hotel tax which, as per Government requirements, must be paid by the individual at check out. For avoidance of any doubt, RX will not cover or be held liable for any tourism related taxes;
- l) personal extras;
- m) costs incurred due to late payment or personal misconduct;
- n) airport transfers; and
- o) transfers where not indicated as included in the Hosted Buyer Programme.

6. HOSTED BUYER COMMITMENTS

All Hosted Buyers accepted on to the Hosted Buyer Programme must be able to:

- a) attend the in-person Event in Dubai
- b) attend all 4 days of the Event in full. For the avoidance of doubt, buyers who wish to only attend 3 days or less will not be accepted or, if already accepted, will be removed from the Hosted Buyer Programme. This includes arriving late on the first day of the Event or departing in the morning of the last day of the Event;
- c) arrange to arrive on 5th May 2024 (day prior to the Event) and depart only after the close of ATM at 5pm on 9th May 2024;
- d) commit to a minimum of 35 appointments (10 per day on days 1-3 and 5 on day 4). Appointments may not be bundled together;
- e) attend all appointments as pre-scheduled;
- f) use the Event's provided meetings platform Connect Me with which to make all pre-scheduled meetings;
- g) complete both the Hosted Buyer interest form and Show Registration once live;
- h) pay the US\$250.00 + VAT registration fee upon successful application;
- i) complete Hosted Buyer and company profiles in full and, as per guidelines in Connect Me, the meetings platform;
- j) complete all appointment ratings in Connect Me;
- k) complete the official post-Event and the official Hosted Buyer surveys;
- l) attend all mandatory networking events as scheduled. Late arrival after the time indicated in the finalised Event schedule will be deemed a 'No Show'. Please see No Show policy below for details;
- m) participation in the relevant Buyer Forum in the ATM Global Stage may be required for Hosted Buyers from India, KSA and China. The format will be an interactive panel followed by informal networking between Exhibitors and Buyers attending the session (always subject to change); and
- n) be contactable by email and mobile phone and preferably by WhatsApp, for broadcast message purposes, while at the Event.

7. ATTENDANCE & MINIMUM APPOINTMENT REQUIREMENTS

- a) As part of their Hosted Buyer status, all Hosted Buyers are required to pre-schedule a minimum number of 35 appointments with Exhibitors, 10 per day on days 1 -3 of the Event and a minimum of 5 appointments on day 4. Appointment requirements may not be bundled together and must be adhered to per day.
- b) Please note that appointment attendance will be monitored and non-attendance shall constitute a breach of these terms and conditions.
- c) All Hosted Buyers must use Connect Me, the meetings platform, to secure their meetings at the Event.
- d) Once Connect Me (the meetings platform) is live, Hosted Buyers must complete their personal and company profiles in full in a timely manner. Information will be provided on

how to do this. Failure to complete this final part of the process could result in removal from the Hosted Buyer Programme.

- e) Meetings made outside the platform are not advised and will not be considered towards the minimum meeting requirement.
- f) Hosted Buyers who are unable to honour an appointment should contact the Exhibitor directly to arrange a more convenient appointment time with as much advanced notice as possible or contact the Connect Me team onsite.
- g) Buyers applying to be a part of the ATM Hosted Buyer Programme are consenting to their contact details being made available to Exhibitors at the Event for the purposes of fixing meeting appointments.
- h) Hosted Buyers are required to attend all 4 days of the Event in full. Late arrival or early departure arrangements may affect Hosted Buyer status.
- i) Hosted Buyers must communicate any delays in arrival to the ATM Hosted Buyer Team immediately or as soon as reasonably possible.
- j) RX takes no responsibility for any individual on the Hosted Buyer Programme who may miss flights, transfers or functions related to the Event. Any additional expense incurred is at the Hosted Buyer's own expense.
- k) Failure to check in at the hotel on the required date may be considered as a 'No-Show'. Please see the 'Travel' section for required arrival and departure dates and times.
- l) **Failure to meet these terms and conditions will be considered a breach of this contract. Please see Failure to Comply, No Show and Cancellation sections for more details.**

8. FAILURE TO COMPLY

- a. Any failure by a Hosted Buyer in meeting any of the conditions set out in these terms and conditions may result in one or more of the following;
 - i. cancellation of Hosted Buyer status;
 - ii. exclusion from the Hosted Buyer Programme and future Hosted Buyer Programmes;
 - iii. loss of Hosted Buyer accommodation where applicable; and/or
 - iv. additional charge as indicated in section 9.
- b. Attendance of the Hosted Buyers will be monitored at the Event by the ATM Hosted Buyer Team. Failure by the Hosted Buyer to comply with the minimum appointment requirement and networking events shall be treated according to the 'Failure to Comply' cause.

9. CANCELLATIONS & NO-SHOWS

Cancellations will only be accepted, without charge, by written confirmation by email to ATM-buyers@rxglobal.co.uk and only if received before Monday 11th March 2024. In addition:

- a) all cancellation notifications must have been acknowledged in writing by the ATM Hosted Buyer Team;
- b) **networking events, where indicated as exclusive for Hosted Buyers, are mandatory. Failure to attend or late attendance** could result in your Hosted Buyer place being cancelled, along with any associated Hosted Buyer benefits. Behaviour of this nature will also affect future applications;
- c) unless for a Medical Emergency and other exceptions outlined below, cancellations will not be refunded the US\$250.00 + VAT registration fee;
- d) cancellation exceptions include Medical Emergency with valid medical certificate, bankruptcy, company closure, travel restrictions as a result of Covid-19 or redundancy. Evidence of such will need to be provided and will allow for refund of the registration amount up to two weeks prior to the Event and no later than 22nd April 2024;

- e) late cancellations after 22nd April 2024 will not be refunded unless in the case of a Medical Emergency involving the Hosted Buyer directly or a close family member;
- f) Medical Emergency cancellations will only be accepted if they pertain to the Hosted Buyer or immediate family, i.e. spouse or partner, siblings, parents, grandparents or children;
- g) cancellations as a result of a Medical Emergency will require provision of a medical certificate on clinical letterhead. Please kindly provide this in English where possible. This must be signed and stamped by the attending doctor and a copy sent via email to the ATM Hosted Buyer Team. Medical certificates will be treated with the upmost confidentiality;
- h) where cancellations need to take place, Hosted Buyers are asked to extend the courtesy to RX by trying to find a replacement from within their company;
- i) government travel restrictions as a result of Covid-19 or other circumstance must be verified in order to be considered as a valid need for cancellation;
- j) where the ATM Hosted Buyer Team find themselves unable to contact a Hosted Buyer and no response is being received via social media, WhatsApp, phone call or email, the ATM Hosted Buyer Team reserves the right to remove the Hosted Buyer from the Hosted Buyer Programme. Advanced notice will be given, allowing the Hosted Buyer every opportunity to respond.

10. CANCELLATION, NO SHOW, FAILURE TO COMPLY CHARGES

- a) Any cancellation received after Monday 11th March 2024 will incur a cancellation fee of \$500 USD (plus VAT).
- b) Hosted Buyers who fail to arrive in time for the opening of the Event and or leave early without agreement from the ATM Hosted Buyer Team will incur a fee of \$500 USD (plus VAT).
- c) If a Hosted Buyer misses three (3) or more Pre-Scheduled Appointments, this will be deemed 'failed to comply' with these terms and conditions.
- d) Failure to arrive or arrive on time at the Hosted Buyer accommodation without sufficient notice will deem the Hosted Buyer a 'No Show'. This includes where the Hosted Buyer has made alternative accommodation arrangements without advising the ATM Hosted Buyer Team in writing.
- e) **'No Shows' or in the case of 'failure to comply' situations, Hosted Buyers will incur a fee of \$1,000 USD (plus VAT) and their Hosted Buyer place will be cancelled along with any associated Hosted Buyer benefits such as accommodation. Behaviour of this nature will also affect future applications.**
- a) The cancellation and no-show fees are a reasonable pre-estimate of the losses and costs to be incurred by RX, including administration costs in cancelling and rearranging the relevant bookings. RX shall take payment of such cancellation and no-show fees from Hosted Buyers' credit cards 14 days after the closing date of the Event if the payment has not been made by other means. RX will provide Hosted Buyers with a receipt in respect of such credit card fees for cancellation and/or no-show. Hosted Buyers may request an invoice, if required.

11. GENERAL TRAVEL INFORMATION

- a) RX recommends that Hosted Buyers' flight details are confirmed no later than Monday 8th April 2024 using the online travel information form provided in the Hosted Buyer Zone.
- b) All Hosted Buyers must arrange to arrive the day prior to the Event start date and depart only after the close of the Event. Early departures, unless where absolutely necessary, will not be accepted and must be confirmed by the ATM Hosted Buyer Team ahead of time.
- c) Flights for all Hosted Buyers must meet the arrival and departure dates and times as stated.

- d) Hosted Buyers who fail to meet the arrival and departure requirements may be removed from the Hosted Buyer Programme and will be charged a fee for missing part of the Hosted Buyer Programme. (see section 10)
- e) Hosted Buyers will be responsible for booking their own flights but must comply with arrival and departure dates and times. It is advisable that provisional bookings be sent to the ATM Hosted Buyer Team for approval prior to booking.
- f) Delays to arrival times due to unforeseen flight circumstances because of an airline delay or cancellation must be communicated as soon as possible to the ATM Hosted Buyer Team. Failure to do so could incur removal from the Hosted Buyer Programme and incur a charge.
- g) Discounts by airline partners cannot be guaranteed and, where offered, RX takes no responsibility in the promotion available or the associated terms and conditions of such airline.
- h) RX will not be held responsible for any flight cancellation costs or loss due to travel restrictions, border closures or any other reasons which may prevent the Hosted Buyer from arriving at the Event by the date stated.
- i) RX recommends that Hosted Buyers book flexible fares and are careful to observe Event arrival and departure criteria alongside airline cancellation and refund policies before booking flights.
- j) RX shall not be held liable or responsible for any injury, illness, loss or damage to any person or property or additional expense involved with travel resulting from acts of God, detention, annoyance, delays, quarantine, strikes, thefts, pilferage, diseases, civil disturbances, terrorism, government restrictions or regulations, discrepancies or changes in transportation or hotel services.
- k) Excess baggage, customs fines and the like are the responsibility of each individual Hosted Buyer. Please consult the United Arab Emirates Customs Service (www.dxbcustoms.gov.ae) should further information be required.
- l) RX does not endorse or approve of export gifts given to Hosted Buyers by Exhibitors. It is the responsibility of each Hosted Buyer to ensure that such gifts may be both legally removed from UAE and imported into their home country.
- m) It is the responsibility of all individuals to check any travel restrictions before booking flights.

11a. TRAVEL DATES

- a) Hosted Buyers must arrive in Dubai by no later than 5th April 2024.
- b) Hosted Buyers must not depart the Event any earlier than the close of the Event at 17:00 on 9th May 2024.
- c) Please see general travel information section 11 above for details.

11b. VISAS

- a) Please note that participants from certain countries may require a visa to enter the UAE.
- b) Visa costs are not covered as part of the Hosted Buyer Programme and must be self-paid.
- c) It is the responsibility of each individual to determine what visa is needed and to arrange for a visa to arrive at the Event in time.
- d) Hosted Buyers may request a letter of confirmation on the Hosted Buyer Programme as part of their visa application. Please allow 24 hours for a response unless it is a weekend (Saturday or Sunday) when the RX office is closed and response will be received on the following Monday.
- e) RX is unable to assist with any visa guidance to include checking, submission or processing.

11c. INSURANCE

- a) Please note that travel insurance is the responsibility of the Hosted Buyer.
- b) RX does not provide and will not arrange for travel insurance as part of the Hosted Buyer Programme.
- c) Travel insurance must be in effect from the day of departure up to and including the date of arrival back to the Hosted Buyer's home country.

12. ACCOMMODATION

- a) The Hosted Buyer hotel will be confirmed one week prior to the Event start date.
- b) Hotel accommodation will be provided for four (4) nights from 5th until 9th May 2024 (morning only). For the avoidance of doubt, check out will take place the morning of 9th May 2024. Requests to deviate from these dates will not be accommodated although the Hosted Buyer is welcome to book and pay for additional nights.
- c) Check in at the hotel will start at 3pm local time. Early check in or late check out expenses are not included in the Hosted Buyer Programme and such arrangements are to be made and paid for directly with the hotel.
- d) Hosted Buyers are kindly asked not to submit requests for a particular hotel. Hosted Buyers will be offered accommodation for the dates indicated at the ATM official accommodation partner hotel only. Where there are multiple same brand hotels in the destination, only the one as indicated by the Hosted Buyer team will be made available. Requests for a different hotel will not be accommodated.
- e) Any additional accommodation above the four (4) nights provided by RX is at the expense of Hosted Buyers along with any incidentals (personal costs) from their stay. If additional accommodation is needed to meet required arrival or departure dates and times, this will need to be arranged and paid for by the Hosted Buyer.
- f) Hosted Buyers may submit a request for additional nights via the travel information form on the Hosted Buyer Zone but all bookings for additional accommodation will be confirmed directly by the hotel and not by the ATM Hosted Buyer Team.
- g) Hosted Buyers may be asked to provide credit cards upon hotel check in. This is normal procedure and will be used to cover any unpaid personal costs, additional nights' stay or other incidental costs.
- h) All Hosted Buyers are liable to pay Dubai Hotel Tax as per regulations issued by the Dubai Authorities. These must be paid by each visitor in person and RX will not be responsible for these charges. Please note that charges may vary according to hotel.
- i) On the last day of the Event, Hosted Buyers will be able to leave their luggage at the hotel concierge following check out. This will allow Hosted Buyers to attend the Event as normal to complete all remaining appointments. Transfers to and from the hotel will operate as scheduled. Please note that, due to limited cloakroom storage onsite, it is advised to leave any luggage at the hotel. In the event a Hosted Buyer needs to take luggage to the Event, he or she should speak with the ATM Hosted Buyer Team in advance.
- j) Hosted Buyers must settle all expenses with the hotel prior to departure and will indemnify RX for any failure to do so.

13. TRANSFERS

Airport Transfers

Airport transfers are not provided as part of the Hosted Buyer Programme and will need to be self-arranged and self-paid.

Return Hotel/Venue Transfers

- a) Transfers between the hotel and the Event venue are included as part of the Hosted Buyer Programme. A schedule will be provided, but RX will not be responsible for any missed departures.

- b) Transfers will depart on time and will not wait for missing or late individuals. It is the responsibility of the Hosted Buyer to be ready at the pickup point at the scheduled time.
- c) In the event of a missed transfer, each Hosted Buyer will need to make their own way to the Event at their own expense.
- d) Additional transfers outside those provided as part of the Hosted Buyer Programme will need to be self-arranged and self-paid and will not be reimbursable by RX.

14. MEDICAL

- a. It is advisable to ensure that Hosted Buyers travel with sufficient medical insurance to cover costs such as hospitalisation, quarantine, loss of flights, etc.
- b. Hosted Buyers must meet all travel, entry and regulatory requirements as mandated by Dubai government and the federal government of the UAE.
- c. It is important that each individual check the requirements to exit and re-enter their own country as well as what may be required to enter Dubai and any other countries as part of their onward journey after the Event.

15. HOSTED BUYER REPLACEMENTS

- a. Invitations to Hosted Buyers are non-transferable and name changes are at the sole discretion and approval of the ATM Hosted Buyer Team
- b. Where a Hosted Buyer needs to cancel their participation subject to RX's consent:
 - i. it is advisable first to request that a colleague from their organisation attend as a replacement;
 - ii. suggested replacements are not necessarily guaranteed a Hosted Buyer place and will be subject to the same qualification criteria and application process; and
 - iii. if a replacement is accepted by RX, a cancellation fee will not be payable by the Hosted Buyer.

16. GENERAL

- a) Arabian Travel Market (ATM) is a trade event owned and organised by RX.
- b) These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales.
- c) Completing the Hosted Buyer application process will be understood as agreement to these terms and conditions.
- d) RX reserves the right to remove a Hosted Buyer from the Hosted Buyer Programme at its complete discretion without liability if it is deemed to be in the best interests of RX or the Event or if such Hosted Buyer's attendance is likely to damage the reputation of the Event.
- e) Persons participating in the Event from the same company as the Hosted Buyer or accompanying the Hosted Buyer are not included in any offers regarding the Hosted Buyer Programme.
- f) Any Hosted Buyer reported as selling their own products and services will have their Hosted Buyer status revoked immediately and must apply to attend as an Exhibitor or trade visitor. This will result in immediate removal from the Hosted Buyer Programme, cancellation of any accommodation provided by RX and loss of the US\$250.00 + VAT registration fee and may incur a 'failure to comply' fee.
- g) Hosted Buyers must always adhere to the Event's etiquette by responding to Exhibitor meeting requests in a timely manner and checking regularly for new meetings requests and messages from Exhibitors.
- h) Hosted Buyers must understand that they will receive email reminders with regard to Hosted Buyer Programme commitments, especially where deadlines or requirements are not being met.
- i) Hosted Buyers expressing behaviour that is deemed to be aggressive, rude, inflammatory, discriminatory or derogatory, either in person or online, via email, social media or any

other form of communication, to any other Event attendee or RX staff member will be automatically removed from the Hosted Buyer Programme, rendering all Hosted Buyer benefits null and void, and will be removed completely from the Event. Such behaviour will affect all future applications across the RX travel portfolio.

- j) The Connect Meetings platform is a service provided by RX for attendees to use to pre-schedule their meetings and arrange their onsite agenda prior to the Event. Under no circumstances must any attendee use the Connect Me meeting platform as a vehicle through which to disseminate their feelings with regards to politics, finance, government, policy, gender, environment or any other subject that may be considered aggressive, inflammatory, discriminatory or derogatory. Anyone caught doing so will be removed from attending the Event and such behaviour will affect all future applications across the RX travel portfolio
- k) Any disputes arising under these terms and conditions will be governed by the English courts.
- l) By agreeing to these terms and conditions, Hosted Buyers are consenting under all relevant data protection legislation to RX and its agents and sub-contractors communicating with them by telephone, fax, email and post and using personal information for internal processing and for disclosure to third parties such as airlines, hotels and Exhibitors in connection with their attendance at the Event. In addition, RX may use such details to invite Hosted Buyers to other events organised by RX or its group or to offer them other relevant products and services supplied by RX, the RELX Group plc or third parties. Hosted Buyers can contact the ATM Hosted Buyer Team (atm-buyers@rxglobal.com) if they do not wish for their personal information to be used in any of the ways mentioned.
- m) RX requests that Hosted Buyers provide contact details for the person whom they would like to use as a contact in the case of an emergency during the Event. This information will remain confidential and will not be used for any other purpose. By providing this information, Hosted Buyers are confirming that the named contact has agreed that their details may be supplied to RX for this purpose.

17. EXCLUSION OF LIABILITY

RX takes no responsibility and shall have no liability for:

- a) Hosted Buyers who miss their flights/travel arrangements;
- b) the insolvency or failure of any airline company or hotel or ground handling company or other supplier;
- c) flight cancellation or delay;
- d) refused permission for a Hosted Buyer to board an aircraft or other mode of transport or refused entry to the UAE or other connecting country;
- e) any delay or loss of baggage or excess baggage charges (any dispute shall be directly between the Hosted Buyer and the airline);
- f) replacement flights and other similar costs incurred;
- g) individual visa requirements, travel permits, other licences and inoculations, which will be the sole responsibility of the Hosted Buyer, including any necessary costs incurred;
- h) hotel expenses other than those agreed as payable by RX;
- i) loss, damage or delay resulting from acts or threats of war, hijack, terrorist activity, civil commotion, industrial disputes, fuel shortages, natural disasters or adverse weather conditions, strikes or lockouts intervention or regulation, military activity, epidemics or any other circumstances outside RX's or its subcontractors' control which shall make it impossible or inadvisable for RX to hold the Event at the time and place provided or make it impossible to get the Hosted Buyers to the Event or to provide flights, hotels, transfers,

appointments or other services to Hosted Buyers. RX reserves the right to re-schedule the Event at another date and/or at an alternative site;

- j) any loss of profit, loss of business or revenue, loss of anticipated savings or indirect or consequential loss or damage, costs or expenses to the Hosted Buyer, in contract, tort/delict or otherwise, arising out of or in connection with the Hosted Buyer's attendance at the Event; and
- k) the death or personal injury of any Hosted Buyer save where such liability cannot be excluded under UAE law or the laws of England and Wales.

18. USE OF PERSONAL INFORMATION

RX will use all personal information for the purposes of fulfilling these terms and conditions, including disclosure to travel and destination management companies, conference service providers as well as the Exhibitors in connection with Hosted Buyers' attendance at the Event and subject to the RX privacy policy available at <https://privacy.reedexpo.com>.