

Acceptance: By registering for an event (Event) whether online, via our mobile application, by phone or by fax with SAPinsider Pty Ltd ABN 24 628 479 354 (we or us) you are agreeing to these terms and conditions (Terms) and you warrant to us: (a) you have reviewed these Terms including our Privacy Policy, available on the Site and you understand them; (b) you have the legal capacity to enter into a legally binding agreement and you are over 18; (c) you will pay us in accordance with the “Payment” clause in these Terms.

Model Release, Event recording: You agree that we may document the Event including by capturing you via photo, audio or video and that we have the right to edit and use the photos and footage we capture for marketing and promotional activities and for any other lawful purpose in the ordinary course of our business. We do not however guarantee that the Event will be documented. You agree that you are not entitled to remuneration, residuals, royalties or any other payment from us in respect of your image/likeness or its use. You release, discharge, and us and our employees, contractors and agents hold harmless from any and all claims, demands or causes of actions that you may have by reason of anything contained in the photographs or video. You agree that you will not use multimedia including photography, video, audio, online streaming or any other form of multimedia in restricted areas, including event sessions, speaker presentations or on the tradeshow floor and any other restricted locations or sessions identified at the Event. You understand and agree that due to the prevalence of mobile recording devices, we cannot be held responsible if your image is captured in a multimedia format by other attendees.

Program: The program we publish is based on information correct at the time however due to unforeseen circumstances, amendments to the program may be necessary and accordingly we reserve the right to make changes to the speaker line-up, the format or the delivery of the program. In the event we do make changes to the program, there will be no refunds or credits granted to any attendee. Conditions of sale for events conducted via Live Streaming: Owing to the nature of live streaming an event, SAPinsider cannot be held responsible for any access, IT, internet or Wi-Fi issues ticket holders may experience before, during or after the live broadcast. The ticket holder has, to the best of their ability, ensured that they could access the live broadcast. An individual ticket is for one event attendee. By purchasing an individual ticket, you agree not to share your access code or have others watching the live broadcast. The access code will allow an attendee to log on to the live event from two devices. An individual ticket also provides individual access to the recorded version of the event. SAPinsider will not be able to offer any technical support relating to any access, IT, internet or wifi issues during or after the live broadcast.

Presentation materials and speaker opinions: You agree that any presentation materials you may receive access to from speakers (before, during or post Event) will be used solely for your own internal, non-commercial purposes and you understand that unauthorized distribution (via sales, copying, posting on intranet/internet) is expressly forbidden. We are not liable for the information provided in the presentation materials. We do not accept any responsibility for speaker views and opinions, they are entirely the speaker's own and in no way reflect our views and opinions.

Behavior: We reserve the right to prohibit entry to any person to the Event or eject any person from the Event based on behavior deemed inappropriate by our staff, contractors, agents and others working under our authority. You agree to abide by any rules and regulations of the venue which are available at the venue and may be changed at the venue's discretion and any other rules or regulations in relation to the Event. You will comply with all reasonable safety and other announcements and/or directions whilst attending the Event.

Overseas attendees: If you are travelling from overseas, you may be required to obtain a visa before arriving in The United States of America. You should apply for your visa with sufficient time before the Event. If you do not obtain your visa, this will be not accepted as a reason for a refund of any fees or other costs paid in relation to the Event. Confidential information: You agree that you will accept responsibility for taking reasonable precautions to ensure you do not inadvertently disclose sensitive information to bystanders while at the Event or while participating in discussions or forums with other companies, especially within the same industry.

Payments: You must pay us in full the registration fee as set out on the invoice we issue to you (Fee) by the payment method set out in our invoice in advance of the Event. If you have not paid the Fee, you will be refused entrance to the Event. All Fees exclude GST. You are responsible for all taxes, levies or duties imposed by taxing authorities in your own country, and you shall be responsible for payment of them. We have no responsibility to them on your behalf.

Event Substitution/Transfer Requests: Registration substitutions are permitted between employees from the same company. There is no fee for name-change substitutions if payment information has not changed. An USD\$200 administrative fee will apply to any substitutions requiring updates to payment information. To initiate a substitution, e-mail

events@sapinsider.org. Substitution requests cannot be submitted over the telephone. If a substitution is requested on-site during the conference, a written request on company letterhead will be required. Event registrations are non-transferable from one company to another. Should a substitution not be possible refunds/cancellations are subject to the conditions below.

Event Refund/Cancellation Requests: For event refund/cancellation requests, a service charge of USD\$350 (per ticket) applies to all conference registration refund/cancellations submitted in writing and received on or before 31 days prior to the event start date. Registrants must provide their registration confirmation number and submit a written cancellation request by e-mail to events@sapinsider.org. Cancellation requests cannot be taken over the telephone. The refund amount will be the ticket price at the time of booking minus the service charge. Refunds will not be issued on cancellations received less than 31 days prior to the event start date. Cancellation requests received within 31 days may request to have their attendance applied to any other SAPinsider event within 1 year of the cancellation and there is no service charge for this request.

Change of Event Format or Delivery: SAPinsider may (at its sole discretion) change the format (including, without limitation, from a physical in-person Event to a virtual Event), speakers, participants, content, venue location and program or any other aspect of the Event at any time and for any reason, in each case without liability. SAPinsider may (at its sole discretion) automatically transfer your registration to any rearranged Event that SAPinsider chooses to organize (acting in its sole discretion). To the fullest extent permitted by the applicable law, SAPinsider shall not be liable to you for any loss, delay, damage or other liability incurred resulting from or arising in connection with the cancellation or date change of the Event howsoever arising or any venue change.

Postponement of the Event: If for any reason we decide to postpone the event, then we will: i) commit to rescheduling the same event within 9 calendar months; and ii) notify you by email of the rescheduled event date as soon as practicable (but noting that this notification must be provided to you at least 12 weeks in advance of the date of the rescheduled event) iii) In the unlikely scenario that we fail to reschedule the event within 9 calendar months, we will provide you with a full refund of the fees paid towards the original event.

Cancellation by Us: It may be the case that due to certain unforeseen circumstances we need to cancel the event completely. In circumstances where we are obliged to cancel the event, you will be entitled to a full refund of any prepaid fees.

Sharing registrations: One registration cannot be used by several individuals.

Collection Notice: (a) We collect personal information about you in order to organize and run our events, to contact and communicate with you, to respond to your enquiries and for other purposes set out in our Privacy Policy. (b) You understand and agree that by having your personal information in the mobile application or web platform, or by having your badge scanned by delegate scanning software by other attendees, including sponsors and exhibitors, you consent to your personal information being shared – according to your privacy settings – with these attendees and to receiving marketing material from these attendees (You may unsubscribe from receiving news and offers from the sender at any time by following the instructions in the communications received). In the case of virtual events, your personal information may be shared with other attendees based on interest shown, including with connections made in the Networking Hub; with speakers and sponsors through joining of sessions, the downloading of materials, or visiting the Partner Solutions Showcase. (c) We may disclose that information to third party service providers who help us deliver our services (including information technology service providers, data storage, web-hosting and server providers, professional advisors, payment systems operators and our business partners) or as required by law. If you do not provide this information we may not be able to provide our services to you. In certain circumstances, we may disclose your personal information to third parties located, or who store data, outside of the United States. (d) Our Privacy Policy contains further information about: (i) how we store and use your personal information; (ii) how you can access and seek correction of your personal information; (iii) how you can make a privacy-related complaint; and (iv) our complaint handling process. By providing personal information to us, you consent to us collecting, holding, using and disclosing your personal information in accordance with our Privacy Policy.

Liability and Indemnity: Despite anything to the contrary and to the maximum extent permitted by law you must indemnify us and hold us harmless from and against any liability, loss, cost or damage in connection with any claim relating to your use of our services, breach of these Terms, your attendance at the Event or any applicable laws or

regulations unless the liability, loss, cost or damage is caused by our willful default, negligence or breach of these Terms. We may at any time, with or without giving notice, in our absolute discretion and without giving any reason, cancel or postpone the Event, change its venue, alter the format or delivery of the event or withdraw any invitation to attend without any liability towards you.

Severance: If a provision of these Terms is held to be void, invalid, illegal or unenforceable, that provision is to be read down as narrowly as necessary to allow it to be valid or enforceable, failing which, that provision (or that part of that provision) will be severed from these Terms without affecting the validity or enforceability of the remainder of that provision or the other provisions.

Governing Law: These Terms are governed by and construed in accordance with the laws of The United States of America.