

Substitution and Cancellation Policy

Change or Postponement of the Event: Questex reserves the right to cancel, rename or relocate the Event or change the dates on which it is held. If Questex changes the name of the Event, relocates the Event to another event facility and/or city, or changes the dates for the Show to dates that are not more than 90 days prior or 180 days later than the dates on which the Event originally was scheduled to be held, Questex shall assign to Attendee, in lieu of the original registration, such other registration as Questex deems appropriate and Attendee agrees to accept such registration under the terms of this registration.

Force Majeure: If Questex cancels the Event due to a Force Majeure Event (as defined below) then Attendee shall receive a credit towards the same or similar event equal to the amount paid. For the purpose of this policy, "Force Majeure Event" means any event or circumstance arising that is beyond the reasonable control of Questex (including but not limited to governmental laws, ordinances, regulations, requisitions, restrictions, guidelines, recommendations or action, imposition of sanctions, embargo, military action, acts or threats of terrorism or war, mob, civil commotion or riot, health scares (including without limitation, epidemic and pandemic (e.g., COVID-19), whether or not new, ongoing or recurring), fire, acts of God, flood, drought, earthquake, severe weather, disaster, disruption to transportation, third party contractor/supplier failure, venue damage or cancellation, industrial dispute, strikes, labor disputes, interruption/failure of utility service, lack of commodities or supplies, accidents, nuclear, chemical or biological contamination, speaker or participant cancellation or withdrawal, or any other comparable calamity or casualty).

Cancellation of Event: If Questex elects to cancel the Event other than due to a Force Majeure Event, then Questex shall refund to Attendee its entire fee previously paid, in full satisfaction of all liabilities of Questex to Attendee. Attendee agrees that, except as expressly provided in this paragraph, it shall and hereby does waive any and all claims for damages or compensation resulting from or relating to the cancellation, postponement, renaming, relocation or rescheduling of the Event. Without limiting the generality of the foregoing, Questex may (at its sole discretion) change the format (including, without limitation, from a physical in-person Event to a virtual Event and vice versa), speakers, participants, content, venue location and program or any other aspect of the Event at any time and for any reason, whether or not due to a Force Majeure Event, in each case without liability.

Cancellation by Attendee: Except as may be otherwise expressly advised as part of the particular Event's registration process, you may cancel your registration at any time. If you are an Operator, you must email ahutchinson@questex.com marked as Operator Cancellation. If you are not an Operator, continue reading. If your cancellation occurs at least 30 days prior to the original Event start date, then you will be entitled to receive a refund of your registration fees less a processing fee of \$200 or the value of your registration, whichever is lower. Unfortunately, Questex cannot refund any fees for cancellations that occur less than 30 days prior to the original Event start date, or for failure to attend an Event. If a cancellation changes the entitlement to a multi-registration discount, the lowest value registration will be cancelled first. No cancellations are accepted once any part of a single or multi registration party has accessed the pre-Event networking or partnering facilities, applications or platforms. All cancellations must be sent by

email to VIBE@xpressreg.net marked for the attention of Customer Services and must be received by Questex. You acknowledge that the refund of your fees or portion thereof in accordance with this policy is your sole remedy in respect of any cancellation of your registration by you and all other liability is expressly excluded.

Substitute Registrations: Substitutions with employees from your organization are welcome at any time but in all other respects delegate / attendee registrations are issued for your personal use only and cannot be shared with any other person during the Event. You may not purchase registrations as agent for any third party, sell or otherwise transfer your registration to others, or exploit the registration commercially or non-commercially in any way. All substitutions must be submitted in writing and approved by Questex.