

Zinrai Events Terms And Conditions

Effective Date: July 21, 2025

These terms and conditions (hereinafter referred to as “Terms”) govern the contractual relationship between Zinrai and event participants (“the Participant”, “you”, “your”).

The subject matter of these Terms is the purchase of tickets for the event specified in the event registration online form (the “Event”) and the participation at the Event by the Participant.

By submitting your Event registration and purchasing an Event ticket, or attending an Event, you expressly agree to these Terms.

1. Privacy Policy

The Privacy Policy of Zinrai available at zinrai.com is incorporated by reference and forms part of these Terms.

2. Registration/Purchasing of Tickets

- a) Tickets for the Event are exclusively sold through our ticket purchasing provider (stated on the ticket purchase website), including purchases made by you on behalf of other individuals. We are not liable for any tickets purchased from third parties.
- b) The purchase price is due at the time when the tickets are purchased.
- c) Once a successful purchase transaction has been completed, tickets are delivered in electronic soft copy via email to the email address nominated by the purchaser or designated attendee. For some ticket types it may be necessary to complete required information – such as the attendee’s name or tax identification number – before the tickets can be issued. The ticket acts as a receipt for the transaction and can be used to redeem entry at the event listed on the ticket. A printed hard-copy ticket or an electronic soft-copy ticket detailing the reference number can be used to register for the event.
- d) You are solely responsible for safeguarding your tickets. We don’t assume any liability for lost or stolen tickets.
- e) Your ticket grants you access to the Event for which the ticket has been purchased and to services as specified for the ticket category you have purchased.

3. Code of Conduct

By purchasing a ticket to the Event, you expressly agree to comply with the Code of Conduct outlined below in section 18 of these Terms. Violations of the Code of Conduct may result in expulsion from the Event without any further liability by us and without any obligation to refund any amounts to you.

4. Check-in/Access to the Event

- a) In-person events: In order to enter the event venue and participate in the Event, you will need to perform a check-in at the respective check-in stations at the venue. You will need to present your ticket by providing a hard copy or by using a digital version of your ticket.
- b) Virtual events: To access a virtual event, you will need to log-in to the event platform using your personal access code. This access code will be provided to you shortly before the virtual event starts.
- c) We may ask you to present your ticket and proof of identity at any time during the Event. If you fail to do so, we reserve the right to restrict your access to the Event without any further liability to you and without the obligation to refund any amounts to you.

- d) It is your responsibility as the Participant or attendee to obtain any travel visas that are required to attend the Event. In the event that a Participant or attendee's visa is not granted and they are unable to travel to the Event, tickets will not be refunded.
- e) Attendance at a Zinrai virtual Event may be through an online platform provided by a third-party platform. Participation in the Event requires that attendees access the third-party platform using a stable internet connection and Zinrai is not responsible for the suitability or reliability of the Participant's internet service or connection during the Event.

5. Transfer Tickets/Name Changes

- a) If you can no longer attend the Event, you may send as a transfer request to events@zinrai.com up until 7 days before the commencement of the Event. Usually, transfers of tickets are free of charge, but we reserve the right to ask for a transfer fee in specific cases.
- b) Name changes will be facilitated free of charge and can be requested via email to events@zinrai.com. No name changes will be facilitated less than 7 days prior to the commencement of the Event.

6. Refunds

Except as stated in section 5 of these Terms, you acknowledge that your ticket to the Event is non-refundable, except in the event of cancellation by Zinrai for reasons other than force majeure. Refunds are processed by our ticket purchasing provider in accordance with their terms and conditions of purchase.

7. Photo and Video Policy

- a) By participating in the Event, you acknowledge and agree that you may be photographed, or video recorded by us, our affiliates, Event service providers or for personal use by other Event attendees.
- b) You expressly agree and give Zinrai and its affiliates the perpetual right and permission to take pictures, video recordings, photographic portraits, or similar at the Event and to use such material for promotional and archival purposes through any media (online, print, television, radio, or similar) and without any liability or compensation.
- c) The commercial use of photos or videos taken at the Event by the Participant is strictly prohibited and only possible with our prior written approval.
- d) If You take any photos or videos at the Event you may use them for personal and not commercial use provided that any such photos or videos (i) are original and created solely by you, (ii) comply with the applicable rules of social media platforms to which you post them, (iii) comply with all applicable laws, rules, and regulations, and (iv) do not include (a) the intellectual property of other parties, including any third-party music, photographs, artwork, trademarks, logos, or slogans, or (b) any person, or personally identifiable information about anyone, other than you, without consent.

8. Event Website.

No liability shall be assumed for correctness and completeness of any information on the website of the Event. Zinrai takes no responsibility and assumes no liability for any information or content that is posted, stored, uploaded, shared, or transmitted via the ticket purchase website or at the Event, or for any loss or damages that may occur because of such information or content including, but not limited to defamation, slander, libel, falsehoods, obscenity, or profanity.

9. Changes to the Event/Postponement /Cancellation

- a) Zinrai reserves the right, at its sole discretion, to change the Event format, agenda, content, speakers, topics, venue location, timings, technical and administrative details and any other aspect of the Event at

any time and for any reason, subject to reasonable advance notice where feasible. This includes the right to change the Event from a physical event to a virtual event and vice-versa.

- b) The Participant acknowledges that such changes may be required for the benefit and safety of the Event and the Event participants as a whole (e.g., in order to ensure public health or safety or if the organization of the Event would be impracticable, illegal or impossible).
- c) The Event may be cancelled, relocated or postponed by Zinrai for any reason at any time, subject to section 6. Zinrai may, but is not obliged to, offer you the option of participating at the rearranged or rescheduled or any other Event we may choose to organize.
- d) Zinrai will use reasonable endeavors to inform the Participant of any changes to the Event which have an impact on the Participants' rights under these Terms.
- e) You acknowledge and agree that the provisions under this section 9 set out your sole remedy should the Event be changed, relocated, postponed or cancelled, and all other liability of Zinrai is expressly excluded.
- f) Zinrai is not responsible for any loss or damage as a result of a substitution, alteration, relocation, cancellation or postponement of an event.

10. Survival

If the Event is relocated, cancelled or postponed for any reason, then the following shall survive in perpetuity: (a) all defined terms under these Terms and (b) the terms and conditions of sections 1, 7, 11, 12, 13, 14, 15, 17, and 18 of these Terms.

11. General Release

IN EXCHANGE FOR THE CONSIDERATION PROVIDED IN THESE TERMS, TO THE EXTENT PERMITTED BY LAW, YOU RELEASE AND HOLD HARMLESS ZINRAI, ZINRAI'S PARENTS, SUBSIDIARIES, AND AFFILIATES, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, OWNERS, AGENTS, EMPLOYEES, PREDECESSORS, SUCCESSORS, ASSIGNS, TRANSFEREES, AND LICENSEES (COLLECTIVELY, "RELEASED PARTIES") FROM CLAIMS ARISING OUT OF, OR IN ANY WAY CONNECTED OR RELATED TO THE EVENT, EXCLUDING GROSS NEGLIGENCE OR WILLFUL MISCONDUCT.

12. Arbitration

a) Binding Arbitration; Waiver. In the event of any dispute, claim or controversy between you and Zinrai arising out of or relating to these Terms or any breach thereof (excluding statutory claims that cannot be waived), such dispute, claim or controversy shall be settled by and through an arbitration proceeding to be administered by the American Arbitration Association (or any like organization successor thereto) in the state of Florida, in accordance with the American Arbitration Association's Commercial Arbitration Rules. You and Zinrai hereby agree and consent to such venue and waives any objection thereto. The arbitrability of any such dispute, claim or controversy shall likewise be determined in such arbitration. Such arbitration proceeding shall be conducted in as expedited a manner as is then permitted by the commercial arbitration rules (formal or informal) of the American Arbitration Association. Both the foregoing agreement to arbitrate any and all such disputes, claims and controversies and the results, determinations, findings, judgments and/or awards rendered through any such arbitration shall be final and binding on you and Zinrai and may be specifically enforced by legal proceedings. Notwithstanding any provision of these Terms relating to which state laws govern these Terms, all issues relating to arbitrability or the enforcement of the agreement to arbitrate contained herein shall be governed by the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) and the federal common law of arbitration.

YOU ACKNOWLEDGE AND AGREE THAT FOR ARBITRABLE DISPUTES, YOU ARE WAIVING THE RIGHT TO A TRIAL BY JURY AND TO PARTICIPATE IN A CLASS ACTION.

b) Litigation; Waiver. In the event a particular dispute is not subject to arbitration (whether by decision of an arbitrator with binding authority or otherwise according to these Terms or applicable law), you hereby irrevocably

submit to the exclusive personal jurisdiction and venue of the state and federal courts located in Lee County, Florida for the litigation of any and all disputes, controversies, and claims arising from or concerning these Terms and agree that it is not an inconvenient venue or forum.

13. Limitation of Liability

IN NO EVENT SHALL ZINRAI'S AGGREGATE LIABILITY ARISING OUT OF OR RELATED TO THESE TERMS, WHETHER ARISING OUT OF OR RELATED TO BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE, EXCEED THE TOTAL COST OF YOUR TICKET FOR THE EVENT.

14. Successors and Assigns

Zinrai may assign its rights or delegate its obligations, in whole or in part, without your consent or prior written notice to you, to (a) one or more of its subsidiaries/affiliates, or (b) an entity that acquires all or substantially all of the business or assets of Zinrai to which these Terms pertain, whether by merger, reorganization, acquisition, sale, or otherwise. For purposes of this provision, "affiliate" means an entity which is subject to common control of Zinrai. You may not assign your rights or delegate your obligations, in whole or in part, under these Terms without the prior written consent of Zinrai. Any purported assignment by you in violation of this section 14 shall be null and void.

15. Governing Law

These Terms are governed by the laws of the State of Florida regardless of its place of execution, its place of performance, and any conflicts of law analysis. For the avoidance of any doubt, the United Nations Convention on Contracts for the International Sale of Goods shall have no application whatsoever.

16. Force Majeure

Zinrai will not be liable or deemed in default for any delay, failure or interruption in performance under these Terms resulting directly or indirectly, beyond its reasonable control, from any acts of God, civil or military authority, acts of the public enemy, war, acts of terrorism, riots, civil disturbances, labor strikes, insurrections, accidents, fires, explosions, earthquakes, floods, the elements, any government order or law, disease, epidemics, pandemics, or any other "force majeure" event ("Event of Force Majeure"). For the avoidance of doubt, the occurrence of such events shall not excuse you from completing payment of your ticket to the Event.

17. Miscellaneous

You represent and warrant that you have read, understand, and voluntarily agree to these Terms; and that there is no obligation, disability, agreement, or adverse claim that restricts any rights, titles, or interests granted or conveyed by you herein. If a court or arbitrator, as applicable, with binding authority invalidates any term or condition of these Terms, then the remainder will not be affected, and that court or arbitrator, as applicable, will reform the invalidated term or condition to the maximum extent possible consistent with the intent of these Terms and applicable law. These Terms and the documents incorporated therein form the entire agreement and understanding between you and Zinrai relative to the subject matter hereof; and shall inure to the benefit of and be binding on you, Zinrai, and each's respective successors, assignees, and transferees.

18. ZINRAI EVENT CODE OF CONDUCT

When you attend or participate in a conference, workshop, social function, or other Event organized and presented by Zinrai or one of its affiliates or subsidiaries, you are joining a community of people. We ask you to celebrate and respect one another and accordingly, it is important that you please read and comply with the terms and policies set forth in this Code of Conduct.

When you attend an Event, you should:

- Create positive and meaningful relationships with other Event attendees and participants.
- Get inspired, supported, and enveloped in a community.
- You shall NOT engage in any of the following activities in relation to any Events:
 - Advertise, promote, solicit, or sell any products, services, causes, activities, or events (1) at the Event, (2) on any of the Event's websites or social media pages, (3) on any websites or social media pages of Zinrai, its affiliates, or its subsidiaries, or (4) in any manner that may give the impression that those products, services, causes, activities, or events are affiliated, connected, or associated with or sponsored, approved, or endorsed by Zinrai, its affiliates, or its subsidiaries.
 - Infringe, disparage, or otherwise violate any copyright, trademark, or other intellectual property rights of any person or entity, including Zinrai, its affiliates, or its subsidiaries, or other Event attendees or participants.
 - Disrespect the boundaries of another person.
 - Invade the privacy of another person.
 - Exhibit behavior that Zinrai or any of its affiliates or subsidiaries believes is disruptive, violent, threatening, abusive, indecent, obscene, a nuisance, or illegal.
 - Exhibit behavior that discriminates against or disparages any individual, group, or class of people based on race, nationality, religion, gender, gender identification, sexual orientation, disability, or age.
 - Engage in sexual harassment of any kind, including unwelcome sexual attention or discussions, and inappropriate physical contact.
 - Engage in illicit drug use or the excessive drinking of alcoholic beverages.
 - Engage in any other conduct that Zinrai or any of its affiliates or subsidiaries believes may (1) restrict or inhibit another person's enjoyment of the Event; (2) pose a safety risk to or violate the legal rights of Zinrai, its affiliates, or its subsidiaries; or (3) pose a safety risk to or violate the legal rights of any Event attendee or participant.
 - Except as permitted in the Event Terms, film and then post to any media including private groups or public or private social media pages and accounts video footage of an Event without the prior consent of Zinrai.
 - Record the Event or any part thereof other than for private personal use and review.
 - Except as permitted by Zinrai, tickets are non-transferrable and for virtual Events, passwords or access codes must not be shared with anyone who is not a registered attendee and who has not purchased an individual ticket to attend the Event.

Code Violations

If you violate this Code of Conduct with respect to any particular Event, then Zinrai as the organizer of that Event has the right, but not the obligation, to take any action it believes is appropriate to address the violation and to help avoid or deter future violations. This may include, without limitation, barring you from attending or ejecting you from that Event or any other Event(s) without refund.

19. Contact Us

Please direct any questions you have about these Terms and Code of Conduct to events@zinrai.com.