

## GENERAL TERMS AND CONDITIONS FOR TICKET HOLDERS AND VISITOR REGULATIONS

APPROVED BY THE BOARD OF DIRECTORS ON **5<sup>th</sup> SEPTEMBER 2017**

### ART. 1 - DEFINITIONS

**Organizer:** the Company/Organization that organizes the exhibition/event.

**Ticket:** duly valid document purchased correctly or supplied, for various reasons, by the Organizer and on whose presentation allows the holder to enter into the ongoing exhibition/event at the location in which it is being held (hereinafter simply the location), on the dates and during the times shown on it. The Ticket must be intact and shown at the time of entry to the admission staff and retained for the entire period of stay at the location.

**Ticket Buyer:** the person who purchases the Ticket from the Organizer.

**Ticket Holder:** the Ticket Buyer and/or whoever shows or is in possession of a Ticket.

**Professional operator:** the person who exercises, as a profession, activities within the sectors to which the exhibition/event refers.

### ART. 2 - TICKET PRICE - TICKET COLLECTION

**2.1** - The price of the Tickets corresponds to the price shown on the Ticket itself. All prices include VAT.

**2.2** - The Tickets can be sold to the Ticket Buyer in different ways depending on the type of distribution channel used by the Organizer. The Tickets can be made available: in printed or electronic formats.

### ART. 3 - TICKET REGULARITY AND PROHIBITIONS

**3.1** - Only Ticket Holders in possession of a valid ticket, regularly purchased or supplied, for various reasons (e.g. invitation coupon), by the Organizer, through the official channels, are authorized to enter into the exhibition/event.

**3.2** - The Organizer shall not be obliged to replace lost, defaced, damaged, destroyed, stolen or illegible Tickets.

**3.3** - It is absolutely forbidden to re-sell the Ticket for profit unless specific agreements have been drawn up by the Organizer with third parties.

**3.4** - Furthermore, the Ticket cannot be transferred or given to third parties for commercial, advertising or promotional purposes without having obtained the prior authorization of the Organizer. Should the Tickets have been purchased from unauthorized third parties, or should the Ticket be stolen, forged, illegible or copied, the Ticket Holder shall not be allowed access into the exhibition/event.

### ART. 4 - EXHIBITION / EVENT CANCELLATION - TICKET REIMBURSEMENT

**4.1** - The Organizer has the right to cancel and/or re-schedule Events and/or Exhibitions on its calendar. In this case, the entry fee will only be reimbursed if the Organizer has cancelled and/or re-scheduled according to the modalities established by the law.

**4.2** - The Ticket Holder should also acknowledge that certain factors, like, for example, unfavourable climatic conditions, public safety, reasons of force majeure or other organizational factors not ascribable to the Organizer, could lead to variations in exhibition/event dates and opening times. The Organizer shall not be liable should any of these situations occur.

**4.3** - The Organizer shall in no way be responsible for any further cost, expense, charge, damage sustained by the Ticket Holder.

### ART. 5 - RULES RELATING TO ENTRY INTO AND TIME SPENT AT THE LOCATION DURING THE EXHIBITION / EVENT

**5.1** - The Ticket Holder shall respect these rules displayed at the entrance and inside the location and on the website, and shall be obliged to respect the directives that the Organizer deems necessary and which shall be communicated for technical or organizational purposes.

**5.2** - In order to access and remain inside the location, the Ticket Holder must respect the following instructions:

a. the Ticket Holder shall maintain a conduct in keeping with the standards of law, order and public safety and not be a threat to the security of the event in general or to the visiting public;

## Visitor regulations

- b. the Ticket Holder shall not interrupt or disturb or attempt to interrupt the regular execution of the activities inside the exhibition/event;
- c. the Ticket Holder, for his/her own safety and the safety of any minor he/she may be accompanying, shall be obliged to pay maximum attention and use maximum care and diligence inside the exhibition and respect the notifications and behavioural standards displayed inside the location or in its vicinity.

**5.3** - Minors are only allowed into the exhibition centre if accompanied by an adult (a person of 18 years and over).

**5.4** - Parties of school children are allowed into the exhibition only and exclusively if accredited and only on the days indicated by the Organizer. Any school groups that have not been accredited shall not be allowed access into the exhibition.

**5.5** - It is forbidden to take the following into the location:

- guns, firearms and other instruments than may be offensive or harmful to the physical and/or mental safety of the people (by way of example but not limited to: guns, explosive devices, fireworks, smoke bombs, toy weapons, firearm reproductions or imitations that could be mistaken for real weapons, electric truncheons, chemical substances, gases and sprays able to produce disabling or immobilizing effects, acids and repellents for animals, knives, blades, paper cutters, scissors, etc....);
- trumpets and musical instruments of any kind, where not explicitly authorized by the Organizer, megaphones and other sound emission or amplification systems and any other object that could constitute a risk to the safety of the persons within the area and cause a disturbance, i.e. compromise the regular execution of the exhibition/event;
- drugs, poisons, harmful substances, inflammable material, paints or other defacing material.

**5.6** - The Ticket Holder, as an indispensable access condition into the Exhibition, shall give his/her consent to security inspections and to all the necessary checks, including the use of metal detectors, before and during his/her visit to the location. Within the context of these afore-said checking and security activities, the purpose of which is to prevent the unlawful introduction of the materials and substances described in point 5.5 of these regulations into the exhibition/event, the Ticket Holder may be asked to show the contents of bags, backpacks or any other type of bag or personal object he/she may be carrying.

**5.7** - Furthermore, in exercising their duties, security and control service staff members, employed by the Organizer, may also carry out the following activities:

a. preliminary checks:

- preliminary routine observation of the areas involved in the exhibition/event to check for the presence of any unlawful substances or prohibited items as well as any other material that may be improperly used, thus putting the safety or health of the people at risk, with the duty to immediately inform the Police and other Authorities or competent public structures;
- the adoption of every useful initiative to prevent security exits from becoming blocked or difficult to access and, in any case, to ensure the regular execution of the event activities;

b. checks at public access points:

- overseeing of exhibition/event entrances and regulation of public flows;
- verification of possession of a valid entry pass, when foreseen, and, in the case of a personalized ticket or of a minimum age established for access, verification of an identity document and respect of the instructions that govern access;
- routine observation of the people, aimed at controlling the possible introduction of unlawful substances, prohibited items or materials that could be a danger to public safety or health, with the duty to immediately inform the Police and other Authorities or competent public structures;

c. checks inside the areas involved in the execution of the exhibition/event:

- general observation activities to check that public and private subjects respect the established instructions, provisions or rules of conduct;
- assistance in first aid procedures that do not require the intervention of public authorities or the use of force or other coercion means or exposure to risk, aimed at preventing or interrupting conduct or situations that may be potentially dangerous to public health and safety. In any case, the duty to immediately notify the Police and other Authorities or competent public structures remains, to whom, if required, maximum collaboration must be given.

**5.8** - Inside the location, it is forbidden to adopt any conduct that may generate dangerous situations and/or put the personal safety of the Ticket Holder or third parties at risk and/or any behaviour that is contrary to public order and/or morality and/or could, in any way, disturb the regular execution of the exhibition/event and the Organizer's activities, including, for example: smoking in undesignated areas, gambling, the unauthorized collection of money, promotional activities (both individual or group), any form of advertising or marketing carried out with any means and not authorized by the Organizer's competent offices, any form of protest (including those linked to political, associative, trade union or religious organizations), the sale of goods by unauthorized persons or in unauthorized places, ticket sales, the transmission and/or registration of unauthorized data for commercial purposes, by means of mobile phones or other instruments (video-cameras, cameras, recorders, etc.), unauthorized access of reporters and journalists with recording equipment and/or video-cameras, cameras, attempts to access private areas, requests for money or other goods without authorization (for example, for musical performances or entertainment at the entrances or inside the location, begging, touting, etc...).

**5.9** - The Organizer will report any violation of the above provisions to the competent Authorities. Moreover, the Organizer reserves the right to claim compensation for any damages sustained.

## ART. 6 - VIDEOS, PHOTOGRAPHS AND RECORDINGS

**6.1** - The Ticket Holder shall give his/her consent to being photographed, filmed or recorded by the Organizer or any third parties the latter may have engaged inside the location. The Organizer or engaged third parties shall be legally allowed to broadcast, publish, grant the use of and use photographs, images, videos and recordings taken inside the location that may include the Ticket Holder without him/her having the right to any compensation or payment of any kind. The Organizer or third parties it may have engaged and anyone who acquires the right to use the above-mentioned materials from them, shall not be liable to the Ticket Holder for any use of the material permitted by the applicable laws.

**6.2** - The Ticket Holder, on purchasing the entry ticket, should be aware of the fact that, for security reasons, all the external and internal areas of the Exhibition Centre are under video-surveillance and And that the images recorded will be processed according to EU Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data (hereinafter the "GDPR") as well as according to what provided by Art 3.1 of the CCTV Decision produced by the Italian Data Protection Authority on April 8th 2010 and according to the specific information notice accessible at the Organizer website or at the exhibition website, which is hereby referenced. Should any criminal or particularly important event occur in terms of public order and safety, these images shall be made available to the legal authorities or police, on their specific request.

**6.3** - Any images, videos and sound recordings that the Ticket Holder may take at the location with a camera, video-camera or audio device, cannot be used for anything other than domestic and private purposes. Therefore, the Ticket Holder shall not be allowed to sell, grant the use, broadcast, publish or exploit, in any way, this material for commercial purposes.

### ART. 7 - GENERAL PROVISIONS

**7.1** - These Terms and Conditions, brought to the due attention of the purchasers and other owners of the Ticket by being displayed at the entrance, inside the location and on the website, constitute the only existing contract between the Parties. On buying the ticket (for the purchasers) and on showing the ticket at the time of entry to the admission staff (for other owners), these Terms and Conditions shall be considered as confirmed and accepted.

**7.2** - These Terms and Conditions, drawn up in Italian as the official language, are governed exclusively by Italian law. Any controversy in their regard, shall be the exclusive competence of the Court of Verona.

### ART. 8 - DAMAGES AND LIABILITIES

**8.1** - The Organizer shall not be liable for any damages sustained by the Ticket Holder due to facts not attributable to it, nor for any damages that the Ticket Holder may cause to third parties and/or things.

**8.2** - The Organizer cannot be held responsible for any consequences deriving from the Ticket Holder's careless or negligent behaviour; the Ticket Holder shall, in any case, be obliged to observe maximum diligence and care during his/her visit to the exhibition/event.

**8.3** - Surveillance staff must, in any case, be informed of any incident that may involve the Ticket Holder in order to directly check the condition of the places and things and to complete the relative paperwork; in any case, the Organizer shall be relieved of any possible liability towards the Ticket Holder should the latter not immediately notify surveillance staff of the incident.

**8.4** - Furthermore, the Organizer cannot be held responsible for any unforeseeable and/or indirect damages that the Ticket Holder may sustain, by way of example but not limited to, lack of earnings, missed opportunity, lost income, lost customers, lost data, any financial and commercial damage, any commercial problem or non-material damage.

### ART. 9 - PERSONAL DATA PROTECTION

The Organizer shall keep the personal data supplied by the Ticket Buyer and the Ticket Holder strictly confidential, including those provided at the time of entry into the Exhibition. Such data shall be managed by the Organizer in full GDPR compliance. The extended information notice related to the data protection is accessible at the Organizer or exhibition website for which the visitor has or intends to purchase the related Ticket: such information notice is hereby fully referenced.

### ART. 10 - SPECIAL EXHIBITION REGULATIONS

The Ticket Holder shall observe the special regulations issued for each individual exhibition, which are referenced in full in this document.