

CoCoA H2H Marketplace Ibero-América – (Castellano)

TÉRMINOS Y CONDICIONES DEL COMPRADOR

Tenga en cuenta que estos Términos y condiciones se aplican a los siguientes eventos:

CoCoA H2H Marketplace Ibero-America

Costa del Sol – 28 al 31 de octubre de 2024

1. DEFINICIONES En estos Términos y Condiciones, las siguientes palabras tendrán los siguientes significados a menos que el contexto requiera lo contrario:

1.1 "CoCoA H2H Ibero-America Marketplace" significa eventos presenciales dirigidos por citas realizados entre compradores y proveedores en diferentes ubicaciones en 2024.

1.2 "Equipo del Marketplace de CoCoA H2H Ibero-America " significa los empleados de CoCoA H2H o partes externas designadas.

1.3 "Evento" significa uno o más de los eventos enumerados en la tabla anterior o cualquier otro evento operado por CoCoA H2H.

1.4 "Comprador alojado" significa la persona, aceptada por CoCoA H2H, que asistirá al Evento como comprador de productos de viaje de alta gama donde CoCoA H2H proporciona alojamiento, traslados, comidas y experiencias de cortesía.

1.5 "Sistema de Citas Preprogramadas" significa el sistema de citas operado por CoCoA H2H Ibero-America Marketplace para coordinar las citas de los Hosted Buyers y proveedores de CoCoA H2H Ibero-America Marketplace durante el Evento.

1.6 "Proveedores" significa proveedores de alto nivel que han contratado con CoCoA H2H para participar en los Eventos de CoCoA H2H Ibero-America Marketplace.

1.7 "CoCoA H2H" significará CoCoA H2H SL o cualquier empresa u organización asociada, matriz o subsidiaria.

2. CONDUCTA DE LOS COMPRADORES ALOJADOS

2.1 Si su solicitud para unirse al Evento tiene éxito, los "Compradores Hospedados" recibirán de CoCoA H2H:

2.1.a Hasta tres noches de alojamiento incluyendo desayuno, almuerzo y cena, pero excluyendo todos los extras que incluyen servicio a la habitación, llamadas telefónicas y bebidas en la habitación (que correrán a cargo del Hosted Buyer) por evento

2.1.b Traslados de regreso al aeropuerto al hotel anfitrión en el destino donde se llevará a cabo el Evento, solo en las fechas de llegada y salida según lo establecido en la agenda oficial del evento proporcionada por el equipo de CoCoA H2H Ibero-America Marketplace y solo al recibir los vuelos. Información no menos de dos semanas antes del evento.

2.1.c Ingreso al correspondiente Marketplace CoCoA H2H Ibero-America (programa completo)

2.1.d Citas programadas previamente en los días de networking del Evento

2.1.e Entrada a todas las comidas oficiales, fiestas y eventos de networking organizados por CoCoA H2H Ibero-America Marketplace en relación al Evento.

2.2 Como condición para recibir los servicios anteriores, siendo aquellos servicios y beneficios establecidos en la cláusula

2.1, desde CoCoA H2H Ibero-America Marketplace, los "Hosted Buyers" estarán obligados a:

2.2.a Participar activamente en todo el Programa de Citas Preprogramadas, es decir, seleccionando a todos los expositores en orden de preferencia de citas dentro de un período de tiempo específico.

2.2.b Asistir a todas las reuniones y sesiones de networking programadas por el Equipo de CoCoA H2H Ibero-America Marketplace e incluidas por el Equipo de CoCoA H2H Ibero-America Marketplace en sus agendas

2.2.c Llevar vestimenta informal elegante adecuada como condición de entrada y participación durante el Evento. 2.2.d Llegue al Evento a más tardar a las 11 p.m. del Día de Llegada establecido por el Equipo de CoCoA H2H Ibero-America Marketplace y según el cronograma del Evento.

2.3. El incumplimiento por parte de cualquier persona de los requisitos establecidos anteriormente puede resultar en una revisión del estado de Comprador Hospedado de la persona y/o exclusión del Programa de Comprador Hospedado de Eventos y futuros Programas de Comprador Hospedado de CoCoA H2H Ibero-America Marketplace sin reembolso de cualquier suma que pueda ya han sido pagados por esa persona. Un déficit significativo por parte del Comprador invitado en el compromiso mínimo con respecto a la asistencia a las citas será tratado por el equipo de CoCoA H2H Ibero-America Marketplace como una cancelación, y se aplicarán tarifas de cancelación (consulte la sección "Cancelaciones" a continuación). La asistencia a lo anterior será monitoreada in situ por el equipo de CoCoA H2H Ibero-America Marketplace.

3. COVID-19

3.1 CoCoA H2H Ibero-America Marketplace se toma en serio la salud y seguridad de Hosted Buyers y nuestros proveedores. A la luz de la pandemia de COVID-19, el Comprador invitado no debe asistir al Evento si él o alguien con quien vive muestra alguno de los siguientes síntomas:

3.1.a Una temperatura de 37,8°C o superior;

3.1.b Nueva tos seca continua; o

3.1.c Pérdida o cambio en el sentido normal del olfato o del gusto.

3.2 CoCoA H2H Ibero-America Marketplace se reserva el derecho de negar la entrada a cualquier persona que presente síntomas de COVID 19.

3.3 Además de los requisitos establecidos en la cláusula 3.2 anterior, CoCoA H2H Ibero-America Marketplace podrá exigir a los Hosted Buyers que:

3.3.a Proporcionar prueba de una prueba de flujo lateral negativa para COVID-19 realizada dentro de las 48 horas anteriores a la llegada al Evento; o

3.3.b Realizar una prueba de flujo lateral para COVID-19 al llegar al Evento que muestre un resultado negativo para COVID-19; o

3.3.c Proporcionar prueba de vacunación COVID-19 a satisfacción razonable de CoCoA H2H Ibero-America Marketplace.

3.4 CoCoA H2H Ibero-America Marketplace se reserva el derecho de negar la admisión a cualquier Hosted Buyer que no cumpla uno de los requisitos establecidos en la cláusula 3.3. CoCoA H2H Ibero-America Marketplace se reserva además el derecho de exigir que un Comprador invitado realice una prueba de flujo lateral de COVID-19 independientemente de si ha sido vacunado contra el COVID-19 inmediatamente antes del comienzo del Evento.

3.5 Antes de llegar al Evento, el Comprador Invitado deberá familiarizarse y cumplir con la política de salud y seguridad de CoCoA H2H Ibero-America Marketplace según lo dispuesto para el Evento. El Comprador Hospedado acepta que esta es una obligación continua que se extiende a cualquier política, procedimiento o medida adicional que CoCoA H2H Ibero-America Marketplace pueda implementar de vez en cuando con respecto a su respuesta al COVID-19 y que se proporcionen al Comprador alojado por escrito.

3.6 El Comprador invitado reconoce incondicionalmente que existe un elemento de riesgo de exposición al COVID-19 asociado con cualquier forma de participación en una actividad que involucre a otras personas que trabajan relativamente cerca. Si bien CoCoA H2H Ibero-America Marketplace se adherirá a los protocolos de salud y seguridad y seguirá todas las recomendaciones de evaluación de riesgos para minimizar el riesgo de exposición al COVID-19, Hosted Buyer reconoce que existe la posibilidad de que los Representantes entren en contacto directo o indirecto con COVID-19 y acepta libre y voluntariamente participar en el Evento con este conocimiento.

4. VIAJE Y ALOJAMIENTO

4.1 Los Compradores invitados proporcionarán los detalles de su viaje al equipo de CoCoA H2H Ibero-America Marketplace a más tardar dos semanas antes de las fechas del Evento. Dichos compradores invitados están obligados a llegar al evento antes de las 11:00 p. m. del día de llegada y a partir no antes de las 22:30 p. m. del día de salida.

4.2 CoCoA H2H Ibero-America Marketplace proporcionará al Comprador invitado un traslado de regreso desde el aeropuerto designado por el equipo de CoCoA H2H Ibero-America Marketplace hasta el hotel anfitrión. En caso de que haya más de un aeropuerto en el destino donde se celebrará el Evento, consulte con el equipo de CoCoA H2H Ibero-America Marketplace a dónde debería volar. Los traslados se realizarán en coche o minibús. Los traslados se organizarán no antes del día de llegada. Los traslados de regreso se organizarán únicamente el día de salida.

4.3 CoCoA H2H Ibero-America Marketplace proporcionará al Comprador Hospedado un máximo de tres noches de alojamiento en el hotel anfitrión y durante las fechas del Evento únicamente de acuerdo con la subcláusula 2.1.a.

4.4 CoCoA H2H Ibero-America Marketplace no será responsable de los costos adicionales de habitación incurridos durante la estadía. Cualquier mejora de habitación quedará únicamente a discreción de la dirección del hotel. Las noches adicionales, si las solicita el Hosted Buyer, las pagará localmente directamente al hotel.

5. CANCELACIÓN Y SUSTITUCIONES PARA COMPRADORES ALOJADOS

5.1 Reemplazos: Las invitaciones a Hosted Buyers no son transferibles. En los casos en los que los Hosted Buyers necesiten cancelar su participación, deben solicitar y reemplazar de inmediato su asistencia con un colega senior de su organización para que asista como reemplazo. Con la condición de que el reemplazo sea aceptado por el equipo de CoCoA H2H Ibero-America Marketplace, no se aplicará un cargo por cancelación/cambio. Si no se puede encontrar al sustituto y si el colega superior reemplazado también cancela su participación, se aplicará la cláusula 4.2.

5.2 Cancelación de asistencia: Si bien no se recomienda, los Hosted Buyers pueden cancelar su asistencia al Evento sin penalización hasta 45 días antes de la fecha de inicio indicada del evento. Las cancelaciones recibidas a partir de 45 días antes de la fecha de inicio del evento incurrirán en una tarifa de 500 EUR. Tenga en cuenta que un miembro del equipo de CoCoA H2H Ibero-America Marketplace se pondrá en contacto con una factura individual de acuerdo a sus costos. Usted será responsable de pagar lo siguiente:

5.2.1. Cargo por cancelación de alojamiento o equivalente de alojamiento de la estadía dependiendo del momento de la cancelación y de acuerdo con la política del hotel anfitrión.

5.2.2. Traslado de llegada

5.2.3. Traslado de salida

5.2.4. Costo de traslados durante el evento

5.2.5. Costos de comidas (almuerzos, pausas para el café, cócteles o cenas)

5.2.6. Costo de las experiencias individuales (puede variar dependiendo de cuántas reuniones)

5.2.7. Honorarios de proveedores por reuniones perdidas 5.2.8. Costos posteriores al viaje familiar (si corresponde)

5.3 Todas las cancelaciones deben ser recibidas por el equipo de CoCoA H2H Ibero-America Marketplace por escrito y deben haber sido reconocidas en las fechas especificadas anteriormente por el equipo de CoCoA H2H Ibero-America Marketplace.

5.4 Un déficit significativo por parte de los Hosted Buyers en sus compromisos mínimos con respecto a la asistencia a las citas será tratado por el equipo de CoCoA H2H Ibero-America Marketplace como una cancelación de asistencia y los Hosted Buyers incurrirán en una tarifa de cancelación de GBP £1,500 incluido el IVA.

5.5 No presentarse: los compradores invitados que no informen al equipo de CoCoA H2H Ibero-America Marketplace de sus cancelaciones 45 días antes de la fecha del evento y no asistan al evento especificado de CoCoA H2H Ibero-America Marketplace incurrirán en una tarifa de no presentación de EUR. 500€ IVA incluido.

5.6 Hosted Buyers deberá pagar las tarifas de cancelación de asistencia y cualquier tarifa de no presentación dentro de los treinta días posteriores a la recepción de la factura de cancelación o no presentación. CoCoA H2H Ibero-America Marketplace proporcionará al Comprador invitado un recibo con respecto a la cancelación de las tarifas de asistencia y las tarifas por no presentarse. El Hosted Buyer puede solicitar una factura si es necesario.

5.7 CoCoA H2H Ibero-America Marketplace tendrá derecho a cancelar el lugar del Hosted Buyer y retirar o cancelar todos los beneficios si considera, a su exclusivo criterio, que los productos o servicios proporcionados por el Hosted Buyer o cualquier persona que asista al evento con el Hosted Buyer mencionado al dorso, no se ajustan al perfil del Evento.

5.8 Los Hosted Buyers aceptan que los cargos anteriores son una estimación previa razonable de la pérdida sufrida por CoCoA H2H Ibero-America Marketplace en caso de que los Hosted Buyers incumplan estos Términos y condiciones o cancelen su asistencia.

5.9 Los Compradores invitados que asistan al Evento pero se les niegue la entrada debido al incumplimiento de las medidas COVID19 establecidas en la cláusula 3.3 no incurrirán en ningún cargo de cancelación.

6. EXCLUSIÓN DE RESPONSABILIDAD

6.1 CoCoA H2H Ibero-America Marketplace no asume ninguna responsabilidad (incluidos los costos incurridos)

6.1.1. para Hosted Buyers que pierden su vuelo;

6.1.2. por la insolvencia o quiebra de cualquier compañía aérea, hotel o empresa de asistencia en tierra u otro proveedor;

6.1.3. por cancelación o retraso de vuelo;

6.1.4. si a un Comprador invitado se le niega el permiso para abordar la aeronave o se le niega la entrada al destino donde se celebra el Evento por cualquier motivo;

6.1.5. por cualquier retraso o pérdida de equipaje o cargos por exceso de equipaje: cualquier disputa posterior se realizará directamente entre el Comprador alojado y la aerolínea correspondiente; o

6.1.6. por cualquier costo incurrido como resultado de que al Comprador Invitado se le haya negado la entrada al Evento.

6.2 Los Hosted Buyers deben obtener una cobertura de seguro de viaje adecuada para su estadía y se recomienda en particular que contraten un seguro de cancelación adecuado para cubrir los casos mencionados en el párrafo 5.1, un seguro para su equipaje y un seguro médico compatible con COVID19.

6.3 Los requisitos de visa individual, permisos de viaje, otras licencias y vacunas serán responsabilidad exclusiva del Comprador alojado, incluidos los costos necesarios incurridos.

6.4 CoCoA H2H Ibero-America Marketplace, sus agentes, sus empleados y sus subcontratistas no serán responsables por pérdidas, daños o retrasos resultantes de actos o amenazas de guerra, secuestros, actividades terroristas, conmoción civil, disputas industriales, escasez de combustible, desastres naturales, desastres o condiciones climáticas adversas, huelgas o cierres patronales, intervención o regulación, actividad militar, epidemias, pandemias incluso en relación con el Coronavirus y COVID-19 o cualquier otra circunstancia fuera del control de CoCoA H2H Ibero-America Marketplace o de sus subcontratistas que lo haga imposible o desaconsejable para que CoCoA H2H Ibero-America Marketplace celebre el Evento en el momento y lugar previstos o haga imposible llevar a los Hosted Buyers al Evento o para proporcionar vuelos, hoteles, citas de traslado, eventos u otros servicios a los Hosted Buyers

6.5 CoCoA H2H Ibero-America Marketplace se reserva el derecho de reprogramar el Evento en otra fecha y/o en un sitio alternativo, ya sea como consecuencia de un evento de Fuerza Mayor o de otro modo. En caso de que el Evento no se lleve a cabo y sea cancelado por cualquier motivo, el Hosted Buyer acepta y reconoce que está obligado a asistir al Evento virtual que CoCoA H2H Ibero-America Marketplace procurará realizar en las fechas del Evento original.

6.6 CoCoA H2H Ibero-America Marketplace no será responsable ante el Comprador Hospedado, por contrato, agravio o de otro modo, por cualquier pérdida de ganancias, pérdida de negocios o ingresos, pérdida de ahorros anticipados o cualquier pérdida o daño, costos o gastos indirectos o consecuentes. que surjan de o en conexión con la asistencia de Hosted Buyers al Evento.

6.7 CoCoA H2H Ibero-America Marketplace no será responsable de la muerte o lesiones personales de ningún Comprador Hospedado, salvo que dicha responsabilidad no pueda excluirse según la legislación española.

6.8 La responsabilidad de CoCoA H2H Ibero-America Marketplace hacia un Comprador Invitado con respecto a su asistencia al Evento bajo estos Términos y Condiciones, ya sea por contrato, agravio o de otro modo, no excederá los 500 EUR.

7. GENERALIDADES

7.1 Completar un formulario de solicitud en línea o de otro tipo para convertirse en Comprador Invitado en el Evento no garantiza automáticamente un lugar en el Programa de Comprador Invitado. Los solicitantes serán notificados por el equipo de CoCoA H2H Ibero-America Marketplace si su solicitud es exitosa. La decisión del equipo de CoCoA H2H Ibero-

America Marketplace es definitiva. Sólo se podrá completar un formulario de solicitud por cada participante propuesto y solo se aceptará el primer formulario de solicitud. Los solicitantes deben ser mayores de dieciocho años.

7.2 Los solicitantes seleccionados solo serán aceptados como Hosted Buyers si completaron completamente el formulario de solicitud, leyeron y aceptaron estos Términos y condiciones y confirmaron su aceptación marcando las casillas correspondientes en el formulario de solicitud en línea.

7.3 El equipo de CoCoA H2H Ibero-America Marketplace se reserva el derecho de eliminar a un Hosted Buyer del Programa de Hosted Buyer a su entera discreción y sin responsabilidad si el equipo de CoCoA H2H Ibero-America Marketplace lo considera que es lo mejor para CoCoA H2H Ibero-America Marketplace. Evento Marketplace de Viajes Ibero-America .

7.4 Es importante que cualquier comprador invitado y las empresas que representa comprendan que el evento CoCoA H2H Ibero-America Marketplace es únicamente para fines comerciales y está dirigido a personas influyentes que trabajan dentro de la industria de viajes de lujo.

7.5 La aprobación exitosa para asistir al evento de la CoCoA H2H Iberoamérica Marketplace también resultará en acceso gratuito a la comunidad digital CoCoA H2H Iberoamérica durante todo el año. Los participantes pueden optar por no participar en cualquier momento.

7.6 Cualquier disputa que surja bajo estos términos se regirá por la ley española y estará sujeta a la jurisdicción exclusiva de los Tribunales españoles.

7.7 Al aceptar estos Términos y condiciones, usted acepta, conforme a toda la legislación de protección de datos pertinente, que CoCoA H2H Ibero-America Marketplace se comunique con usted por teléfono, fax, correo electrónico y correo postal y utilice su información personal para procesamiento interno y para divulgación a terceros. partes como aerolíneas, hoteles y expositores en relación con su asistencia a CoCoA H2H Ibero-America Marketplace. Además, podemos utilizar sus datos para invitarlo a otros Eventos organizados por CoCoA H2H Ibero-America Marketplace o para ofrecerle otros productos y servicios relevantes proporcionados por CoCoA H2H Ibero-America Marketplace o terceros. Póngase en contacto con el equipo de CoCoA H2H Ibero-America Marketplace (events@perfecttravelservices.es) si no desea que su información personal se utilice de ninguna de las formas mencionadas anteriormente.

CoCoA H2H Ibero-America Marketplace – (ENGLISH)

BUYER TERMS & CONDITIONS

Please note these Terms and Conditions apply to the events below:

CoCoA H2H Ibero-America Marketplace

Costa del Sol – 28th to 31st October, 2024

1. DEFINITIONS In these Terms and Conditions, the following words shall have the following meanings unless the context otherwise requires:

1.1 " CoCoA H2H Ibero-America Marketplace" means face to face appointment led events held between buyers and suppliers in different locations in 2024.

1.2 " CoCoA H2H Ibero-America Marketplace Team" means the employees of CoCoA H2H or appointed outside parties.

1.3 "Event" means one or more of the events listed in the table above or any other event operated by CoCoA H2H.

1.4 "Hosted Buyer" means the person, accepted by CoCoA H2H, who will attend the Event as a buyer of high-end travel products where complimentary accommodation, transfers, meals and experiences are provided by CoCoA H2H.

1.5 "Pre-Scheduled Appointment System" means the appointment system operated by CoCoA H2H Ibero-America Marketplace to co- ordinate the appointments of the Hosted Buyers and CoCoA H2H Ibero-America Marketplace suppliers during the Event.

1.6 "Suppliers" mean high-end suppliers who have contracted with CoCoA H2H to participate at CoCoA H2H Ibero-America Marketplace Events.

1.7 "CoCoA H2H" shall mean CoCoA H2H SL or any associated, parent or subsidiary company or organisation.

2. CONDUCT OF HOSTED BUYERS

2.1 Should their application to join the Event be successful, "Hosted Buyers" will receive from CoCoA H2H:

2.1.a Up to three nights' accommodation including breakfast, lunch and dinner, but excluding all extras including room service, telephone calls and in-room drinks (which are to be borne by the Hosted Buyer) per event

2.1.b Return airport transfers to the host hotel in the destination where the Event is being held, only on the arrival and departure dates as outlined in the official event agenda provided by the CoCoA H2H Ibero-America Marketplace Team and only upon receipt of flights information no less than two weeks prior to the event

2.1.c Entry to the relevant CoCoA H2H Ibero-America Marketplace (full programme)

2.1.d Pre-scheduled appointments on the Event networking days

2.1.e Entry to all official meals, parties and networking events organized by CoCoA H2H Ibero-America Marketplace in relation to the Event.

2.2 As a condition of receiving the above services, being those services and benefits set out in clause

2.1 , from CoCoA H2H Ibero-America Marketplace, "Hosted Buyers" will be required to:

2.2.a Actively participate in all the Pre-Scheduled Appointments Programme, i.e. selecting all the exhibitors in order of appointment preferences within a specified timeframe.

2.2.b Attend all meetings and networking sessions scheduled by the CoCoA H2H Ibero-America Marketplace Team and included by the CoCoA H2H Ibero-America Marketplace Team in their diaries

2.2.c Wear suitable smart casual attire as a condition of entry to and participation during the Event. 2.2.d Arrive at the Event no later than 11pm on the Arrival Day set by the CoCoA H2H Ibero-America Marketplace Team and as per Event schedule.

2.3. Failure by any person to comply with the requirements stated above may result in a review of the person's Hosted Buyer status and / or exclusion from the Event Hosted Buyer

Programme and future CoCoA H2H Ibero-America Marketplace Hosted Buyer Programmes without refund of any sums that may have already been paid by that person. A significant shortfall by the Hosted Buyer on the minimum commitment with respect to attending appointments shall be treated by the CoCoA H2H Ibero-America Marketplace Team as a cancellation, and cancellation fees will apply (see "Cancellations" section below). Attendance at the above will be monitored on site by the CoCoA H2H Ibero-America Marketplace Team.

3. COVID-19

3.1 CoCoA H2H Ibero-America Marketplace takes the health and safety of Hosted Buyers and our suppliers seriously. In light of the COVID-19 pandemic the Hosted Buyer must not attend the Event if they or someone they live with is displaying any of the following symptoms:

3.1.a A temperature of 37.8C or greater;

3.1.b A new dry continuous cough; or

3.1.c A loss of, or change in, normal sense of smell or taste.

3.2 CoCoA H2H Ibero-America Marketplace reserves the right to refuse entry to any person displaying symptoms of COVID 19.

3.3 In addition to the requirements set out in clause 3.2 above, CoCoA H2H Ibero-America Marketplace may require Hosted Buyers to:

3.3.a Provide proof of a negative Lateral Flow Test for COVID-19 taken within 48 hours prior to arrival at the Event; or

3.3.b Undertake a Lateral Flow Test for COVID-19 upon arrival at the Event which shows a negative result for COVID-19; or

3.3.c Provide proof of COVID-19 vaccination to the reasonable satisfaction of CoCoA H2H Ibero-America Marketplace.

3.4 CoCoA H2H Ibero-America Marketplace reserves the right to refuse admission to any Hosted Buyer who does not meet one of the requirements set out in clause 3.3. CoCoA H2H Ibero-America Marketplace further reserves the right to require a Hosted Buyer to undertake a COVID-19 Lateral Flow Test regardless of whether they have been vaccinated against COVID-19 immediately prior to the commencement of the Event.

3.5 Prior to arrival at the Event, the Hosted Buyer shall familiarise themselves with and comply with CoCoA H2H Ibero-America Marketplace's health and safety policy as provided for the Event. The Hosted Buyer agrees that this is an ongoing obligation that extends to any additional policies, procedures or measures that CoCoA H2H Ibero-America Marketplace may put in place from time to time in respect of its response to COVID-19 and which are provided to the Hosted Buyer in writing.

3.6 The Hosted Buyer unconditionally acknowledges that there is an element of risk of exposure to COVID-19 associated with any form of participation in an activity involving other individuals working at relatively close proximity. While CoCoA H2H Ibero-America Marketplace shall adhere to the health and safety protocols and follow all risk assessment recommendations to minimise the risk of exposure to COVID-19, Hosted Buyer acknowledges that there remains a possibility that the Representatives may come into direct or indirect contact with COVID-19 and freely and willingly agrees to participate in the Event in this knowledge.

4. TRAVEL AND ACCOMMODATION

4.1 Hosted Buyers, will provide their travel details to the CoCoA H2H Ibero-America Marketplace Team no later than two weeks before the Event dates. Such Hosted Buyers are obligated to arrive at the Event by 11pm on Arrival Day and depart no earlier than 10.30pm on Departure Day.

4.2 CoCoA H2H Ibero-America Marketplace will provide the Hosted Buyer with a return transfer from the airport designated by the CoCoA H2H Ibero-America Marketplace team to the host hotel. Should there be more than one airport in the destination where the Event is being hosted, please check with the CoCoA H2H Ibero-America Marketplace Team where you should be flying into. Transfers will be either by car or minibus. Transfers will be arranged no earlier than Arrival Day. Return transfers will be arranged only on Departure Day.

4.3 CoCoA H2H Ibero-America Marketplace will provide the Hosted Buyer with a maximum of three nights' accommodation at the host hotel and during the Event dates only in accordance with subclause 2.1.a.

4.4 CoCoA H2H Ibero-America Marketplace will not be responsible for extra room costs incurred during the stay. Any room upgrades will be solely at the discretion of the hotel management. Additional nights, if requested by the Hosted Buyer, are payable by the Hosted Buyer locally directly to the hotel.

5. CANCELLATION & REPLACEMENTS FOR HOSTED BUYERS

5.1 Replacements: Invitations to Hosted Buyers are non-transferable. In instances where Hosted Buyers need to cancel their participation, they should promptly request and replace their attendance with a senior colleague from their organisation to attend as a replacement. On the condition that the replacement is accepted by the CoCoA H2H Ibero-America Marketplace Team, a cancellation/change fee will not apply. If the replacement cannot be found and if the replaced senior colleague also cancels their participation then clause 4.2 will apply.

5.2 Cancellation of attendance: Whilst not encouraged, Hosted Buyers may cancel their attendance to the Event with no penalty up to 45 days before the stated event start date. Cancellations received on or after 45 days before the event start date will incur a fee of EUR €500. Please note a member of the team from CoCoA H2H Ibero-America Marketplace will be in contact with an individual invoice according to your costs. You will be liable to pay the following:

5.2.1. Accommodation cancellation fee or accommodation equivalent of stay depending at the time of cancellation and according to host hotel policy

5.2.2. Arrival Transfer

5.2.3. Departure Transfer

5.2.4. Transfers cost during Event

5.2.5. Meal costs (Lunches, coffee breaks, cocktail receptions or dinners)

5.2.6. Individual experiences cost (can vary depending on how many meetings)

5.2.7. Supplier fee as a result of meetings lost 5.2.8. Post-fam trip costs (if applicable)

5.3 All cancellations must be received by the CoCoA H2H Ibero-America Marketplace Team in writing and must have been acknowledged by the dates specified above by the CoCoA H2H Ibero-America Marketplace Team.

5.4 A significant shortfall by Hosted Buyers on their minimum commitments with respect to attending appointments shall be treated by the CoCoA H2H Ibero-America Marketplace

Team as a cancellation of attendance and the Hosted Buyers will incur a cancellation fee of GBP £1,500 inclusive of VAT.

5.5 No Show: Hosted Buyers who do not inform the CoCoA H2H Ibero-America Marketplace Team of their cancellations 45 days prior to the event date and do not attend the specified CoCoA H2H Ibero-America Marketplace event will incur a no-show fee of EUR €500 inclusive of VAT.

5.6 Cancellation of attendance fees and any no show fees shall be payable by Hosted Buyers within thirty days of the receipt of the cancellation or no-show invoice. CoCoA H2H Ibero-America Marketplace will provide the Hosted Buyer with a receipt in respect to cancellation of attendance fees and no-show fees. The Hosted Buyer may request an invoice if required.

5.7 CoCoA H2H Ibero-America Marketplace shall be entitled to cancel the place of the Hosted Buyer and withdraw or cancel all benefits if it considers, at its sole discretion, that the products or services provided by the Hosted Buyer or any person attending the event with the Hosted Buyer mentioned overleaf, do not fit the profile of the Event.

5.8 Hosted Buyers agree that the above charges are a reasonable pre-estimate of the loss suffered by CoCoA H2H Ibero-America Marketplace in the event of Hosted Buyers breaching these Terms and Conditions or cancelling their attendance.

5.9 Hosted Buyers who attend the Event but are refused entry due to non-compliance with the COVID19 measures set out in clause 3.3 will not incur any cancellation charge.

6. EXCLUSION OF LIABILITY

6.1 CoCoA H2H Ibero-America Marketplace takes no responsibility (including for any costs incurred)

6.1.1. for Hosted Buyers who miss their flight;

6.1.2. for the insolvency or failure of any airline company or hotel or ground handling company or other supplier;

6.1.3. for flight cancellation or delay;

6.1.4. if a Hosted Buyer is refused permission to board the aircraft or is refused entry to the destination where the Event is being hosted for any reason whatsoever;

6.1.5. for any delay or loss of baggage or excess baggage charges - any subsequent dispute shall be directly between the Hosted Buyer and the relevant airline; or

6.1.6. for any costs incurred as a result of the Hosted Buyer being refused entry to the Event.

6.2 The Hosted Buyers must obtain adequate travel insurance coverage for their stay and it is recommended in particular that Hosted Buyers take out adequate cancellation insurance to cover the instances referred to in paragraph 5.1, insurance for their baggage and medical insurance COVID19 compliant.

6.3 Individual visa requirements, travel permits, other licenses and inoculations will be the sole responsibility of the Hosted Buyer, including any necessary costs incurred.

6.4 CoCoA H2H Ibero-America Marketplace, its agents, its employees, and its subcontractors shall not be liable for 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, pandemics including in relation to Coronavirus and COVID-19 or any other circumstances outside CoCoA H2H Ibero-America Marketplace's or its

subcontractor's control which shall make it impossible or inadvisable for CoCoA H2H Ibero-America Marketplace to hold the Event at the time and place provided or makes it impossible to get the Hosted Buyers to the Event or to provide flights, hotels, transfer appointments, events or other services to Hosted Buyers

6.5 CoCoA H2H Ibero-America Marketplace reserves the right to re-schedule the Event at another date and/or at an alternative site, whether in consequence of a Force Majeure event or otherwise. Should the Event not go ahead and be cancelled for any reason, the Hosted Buyer agrees and acknowledges that it is obliged to attend the virtual Event which CoCoA H2H Ibero-America Marketplace shall endeavour to hold on the dates of the original Event.

6.6 CoCoA H2H Ibero-America Marketplace shall not be liable to the Hosted Buyer, in contract, tort or otherwise for any loss of profit, loss of business or revenue, loss of anticipated savings or any indirect or consequential loss or damage, costs or expenses arising out of or in connection with the Hosted Buyers attendance at the Event.

6.7 CoCoA H2H Ibero-America Marketplace shall not be liable for the death or personal injury of any Hosted Buyer save where such liability cannot be excluded under Spanish Law.

6.8 CoCoA H2H Ibero-America Marketplace's liability to a Hosted Buyer in respect of his/her attendance at the Event under these Terms and Conditions whether in contract, tort or otherwise shall not exceed EUR 500.

7. GENERAL

7.1 Completion of an online or other application form applying to become a Hosted Buyer at the Event does not automatically guarantee a place on the Hosted Buyer Programme. Applicants will be notified by the CoCoA H2H Ibero-America Marketplace Team if their application is successful. The CoCoA H2H Ibero-America Marketplace Team's decision is final. Only one application form may be completed by each proposed participant and only the first application form will be accepted. Applicants must be over the age of eighteen.

7.2 Successful applicants will only be accepted as Hosted Buyers if they have fully completed the application form, read and agreed to these Terms and Conditions and confirmed their acceptance by ticking the relevant boxes on the online application form.

7.3 The CoCoA H2H Ibero-America Marketplace Team reserves the right to remove a Hosted Buyer from the Hosted Buyer Programme at its complete discretion without liability if it is considered by the CoCoA H2H Ibero-America Marketplace Team to be in the best interests of the CoCoA H2H Ibero-America Marketplace Event.

7.4 It is important for any Hosted Buyer, and those businesses that they represent to understand that CoCoA H2H Ibero-America Marketplace Event is solely for business purposes and targeted for influential people working within the luxury travel industry.

7.5 Successful approval to attend the CoCoA H2H Ibero-America Marketplace Event will also result in complimentary access to the year-round CoCoA H2H Ibero-America digital community. Participants can opt out at any time.

7.6 Any disputes arising under these terms will be governed by Spanish law and are subject to the exclusive jurisdiction of the Spanish Courts.

7.7 By agreeing to these Terms and Conditions, you are consenting under all relevant data protection legislation to CoCoA H2H Ibero-America Marketplace communicating with you by telephone, fax, email and by post and using your personal information for internal processing and for disclosure to third parties such as airlines, hotels, and exhibitors in connection with

your attendance at CoCoA H2H Ibero-America Marketplace. In addition, we may use your details to invite you to other Events organised by CoCoA H2H Ibero-America Marketplace or to offer you other relevant products and services supplied by CoCoA H2H Ibero-America Marketplace or third parties. Please contact the CoCoA H2H Ibero-America Marketplace Team (h2h@cocoah2h.com) if you do not wish your personal information to be used in any of the ways mentioned above.

EVENT POLICY

1. Introduction

CoCoA H2H Ibero-America Marketplace (“us”, “our”, “we”, “CoCoA H2H”) is the controller of your personal data collected when you register for and attend CoCoA H2H Ibero-America Marketplace (the “Event”). This policy (the “Event Policy”) provides specific information about how we use your personal data, and in certain circumstances, who we may share it with for the Event. In order to organise and administer the Event at the level of service you expect from us, we have teamed up with trusted partners (the “Partners”). We may share your personal data with our Partners. For more information about what personal data we share, please see below.

2. Event Policy and Privacy Policy

When we collect personal data from you we have legal obligations towards you in respect of that data, including informing you about how and why we use that data. This Event Policy, together with our Privacy Policy supplies you with that information. It is therefore important that you read this Event Policy (which provides information about our processing activities for the Event) together with (i) our Privacy Policy which informs you how we collect and use your personal data when you interact with us generally, including your rights as a data subject in respect of that personal data, and (ii) any other privacy notice or fair processing notices that we provide you with when you interact with us.

3. How is your personal data collected?

When you register your interest for the Event, register to attend the Event, complete any forms in relation to the Event, contact us about the Event, request marketing be sent to you, participate in interviews at the Event, attend the Event, or interact with us in any way that is connected with the Event, we may collect store and use personal data that you supply us with.

4. Sharing your personal data

For this Event, we will share your personal data with the following third parties. All third parties who receive your personal data shall be independent controllers of that personal data and shall process it in accordance with their own privacy policies. We have no control nor are we responsible for their use of your personal data.

Partners

In order to get the most out of the Event, we encourage you to get in touch with the other delegates and speakers attending the Event and the Partners. We therefore share contact lists of all those attending the Event (which will include your contact data) with all delegates, speakers and the Partners. We believe that sharing this personal data allows you to create and develop professional relationships. This is an essential element of the Event's success. It is therefore in our legitimate interest, and in your benefit, for us to share your personal data. We will only share personal data that you would expect to be shared with other delegates and the Partners (your name, your place and country of work, your role and e-mail address).

Hotel

As part of our service, we offer you with the option for us to arrange your check-in process at the Hotel. The Hotel requires your passport information to do this. It is in our legitimate interest, and in your benefit, for us to share this personal data with the Hotel to facilitate the check-in process.

Caterer

To ensure the Event supplies you with high quality food and drink. We will ask you if you have any food allergies or dietary requirements. We share this personal data with the Caterer to ensure the food and drink you receive meets those requirements. This information may contain personal data about your health or your religious beliefs. Sharing that personal data with the Caterer is (i) in our legitimate interest so that we can provide you with food and drink during the Event and (ii) is in your vital interest to protect your safety (and even your life) and/or respect your religious and philosophical beliefs.

5. How and why do we use your personal data?

Lawful basis for processing your personal data

We will only use your personal data when the law allows us to. Most commonly we will use your personal data in the following circumstances:

- Where we need to do so in order to perform a contract we have entered into with you;
- Where it is necessary for our legitimate interests (or those of a third party) and your fundamental rights do not override those interests;
- Where you have asked us to do so, or consented to us doing so; and
- Where we need to comply with a legal or regulatory obligation.

Here are some examples about how we may use the personal data we collect about you and the lawful basis we rely on to do so.

Activity	Examples of the types of personal data we may collect	Lawful basis for processing
To manage our relationship with you and administer the Event.	Identity, contact and profile data.	Performance of our contract with you.
To provide you with useful information in advance of the Event (such as contact details of delegates) and sharing your personal data with the Partners.	Identity and contact information (including your name, e-mail address, job title, place and country of work).	Legitimate interest (to increase the level of service we provide).
To carry out logistical tasks on your behalf during the Event (such as check-in on your behalf) and sharing your personal data with the Hotel.	Identity and contact data (including your name and passport information).	Legitimate interest (to increase the level of service we provide).
To provide you with food and drinks during the Event and sharing your personal data with the Caterer.	Identity and profile data (including your name, food allergy information and dietary requirements).	Legitimate interest (to supply you with food and drink you would like to consume). Vital interest to protect your right to life and/or religious and philosophical beliefs.
To take and create promotional materials at the Event (such as taking photographs and videos of you at the Event).	Identity data (including your image).	Legitimate interest (to grow our business and inform our marketing strategy).
To interview you at the Event.	Identity and profile data (including your image and responses to any questions asked during the interview)	Consent
To process and deliver payment for the Event including: (a) Manage payments, fees and charges. (b) Collect and recover money owed to us.	Identity, contact, financial and transaction data.	Performance of our contract with you. Necessary for our legitimate interest (to recover debts due to us).
To make suggestions and recommendations to you about other Events which may be of interest to you.	Identity, contact, profile and marketing and communications data.	Legitimate interest (to grow our business and inform our marketing strategy).

Marketing

We may use your personal data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which events, services and offers may be relevant for you (we call this marketing).

You will receive marketing communications from us if you have requested certain information from us about the Event or have registered to attend the Event and you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your personal data with any third party for marketing purposes.

Opting Out of Marketing

To unsubscribe from marketing emails at any time, please click on the unsubscribe link at the bottom of any marketing email. You may also contact us if you do not wish to receive any marketing materials from us.

6. How can you contact us?

If you have any queries regarding the Event Policy, please contact us at:
h2h@cocoah2h.com