

Exhibitor refund options in the event of Covid-19 related postponements / cancellations for 2021 Events

We are fully committed to supporting our customers through the global Covid-19 pandemic and to ensuring that all of our events are able to run as safely as possible, whilst delivering maximum value for all attendees. We are optimistic that we will be able to go ahead with our Events as planned this year and we are very much looking forward to welcoming you. The purpose of this document is to clarify the refund and credit options that Reed Exhibitions will be offering its new customers in 2021 in the event that either we have to cancel/postpone one of our 2021 Events due to Covid-19 or you have to cancel your participation at one of our 2021 physical Events for any reason. Should you have any queries in relation to the matters set out in this guidance note, please consult with a member of the Customer Services Team.

What will happen to my participation costs if Reed Exhibitions needs to cancel the 2021 Event due to Covid-19?

If the Event has to be cancelled by Reed Exhibitions due to Force Majeure (e.g. due to government restrictions or guidance related to the COVID-19 pandemic), your contract will be terminated and in accordance with Regulation 39.2 of our terms and conditions, you will receive a refund of any Service Charges and VAS Charges* (including all charges for space, smart space, shell scheme, furniture, smart reader and app, sponsorship & advertising) already paid by you less an amount required to compensate us for our expenses incurred up to the date of cancellation.

We are unable to confirm a precise figure for our expenses at this point in time as these depend upon a number of factors, such as the timing of any cancellation and our liability to the venue and other suppliers/partners at the point of any cancellation; however, we estimate that we estimate that these are likely to equate to approximately 10% of your Service Charges and VAS Charges and so we expect to be able to offer you a 90% refund.

What will happen to my participation costs if Reed Exhibitions needs to postpone the 2021 Event due to Covid-19?

If the Event has to be postponed by Reed Exhibitions due to Force Majeure (e.g. due to government restrictions or guidance related to the COVID-19 pandemic), your contract and any Service Charges and VAS Charges* already paid by you (including all charges for space, smart space, shell scheme, furniture, smart reader and app, sponsorship & advertising) will be applied to the postponed event in accordance with Regulation 39.3 of our terms and conditions. The charges for the postponed event will be kept at the 2021 prices and the payment schedule for any remaining payments due for the Event will be updated to align with the new event date.

What will happen to my participation costs if I need to cancel my participation at the 2021 Event?

If you need to cancel your participation at the Event for any reason, provided you give written notice to Reed Exhibitions by no later than Wednesday 15th September, 2021, you will receive a refund of any Service Charges and VAS Charges* (including all charges for space, smart space, shell scheme, furniture, smart reader and app, sponsorship & advertising) already paid by you less a 5% charge to cover Reed Exhibitions' expenses.

What if I need to cancel my participation at the Event after 15th September, 2021?

If you need to cancel your participation at the Event after 15th September, 2021, you will be liable for liquidated damages charges for such cancellation in accordance with Regulation 7 of our terms and conditions and your show Addendum, **except** if such cancellation is due to mandatory government-imposed restrictions and/or quarantine conditions (of 10 days or more) that prohibit you from travelling from the territory in which you are based to the territory of the Event or vice versa. Where this is the case (and as evidenced by you to our reasonable satisfaction), as an alternative to you cancelling your participation (and thereby incurring liability for liquidated damages for such cancellation per above), we may offer you one or more of the below options:

- Rollover of your contract for the 2021 Event to the next IBTM World 2022 edition of the Event;
- Rollover of all or part of any sums already paid by you under your contract for the 2021 Event either to a different Reed Exhibitions Event in the same calendar year or to a different Reed Exhibitions product.

What options do I have other than cancellation if I am unable to physically attend the Event?

If you are unable to physically attend the event due to a mandatory government imposed quarantine restriction (of 10 days or more) or any other mandatory government imposed travel restriction that prohibits you from travelling from the territory in which you are based (per your contract) to the territory in which the Event is being held or vice versa, we may be able to offer you the option to participate at the Event remotely. To opt for remote participation, you would need to notify us in writing 15th September, 2021. Additional terms may apply. For further details, please speak to a member of the Customer Services Team.

** Please note that we can only refund/roll forward VAS Charges for services that have not yet been performed and for which you have not yet received the benefit.*

****IMPORTANT NOTE****: This document is for explanatory purposes only. It is not intended to be legally binding, nor is it intended to create, evidence or imply any contract or legally binding obligations between Reed Exhibitions and you. It does not form part of your contract to exhibit, nor does it supersede or modify any of the terms and conditions of your contract to exhibit in any way. For full details of our terms and conditions, please refer to your contract to exhibit.