

# EVENT CANCELLATION & REFUND POLICY

The following policy covers the Investor Relations Strategy Masterclass (“the Event”) organized by F.I.N.E.O GmbH (“FINEO Investor Relations Advisors”), a company incorporated in Switzerland with registration number “CHE-273.540.954, whose registered office is located at Tribtschenstrasse 62a, 6005 Lucerne (Switzerland),, and applies to all circumstances. Please carefully review the following when booking.

By registering to attend FINEO’s Event, you agree to the following:

## TICKETS

Your registration is not complete until a duly completed and signed Event Registration form has been submitted, together with full payment received. Once in receipt thereof, a ticket will be issued to the participant.

All tickets are valid for the named participant only and cannot be transferred during the event dates and without prior written approval from FINEO. If you cannot attend the event, please contact us.

## SUBSTITUTION AND TRANSFER

### Transferring your ticket to someone else

If you wish to transfer your ticket to a friend or a colleague, assuming payment has been received in full, please contact us on [info@fineo.com](mailto:info@fineo.com) to enquire about the necessary processes in doing so. We reserve the right to refuse admission to ticket holders who do not match the participant’s personal details. In case of refusal, the cancellation fees below will apply.

### Credit or Transfer between events

Your registration and ticket is valid for the Event only and cannot be transferred to another FINEO event.

## CANCELLATION

### In Person Masterclass

If you need to cancel your registration, assuming payment has been received in full, please submit a written notice to [info@fineo.com](mailto:info@fineo.com). If we receive a valid cancellation request, we will process as below:

#### Valid Notice Received Within:

More than two (2) months prior to the event

Between two (2) months and one (1) month prior to the event

#### Refund:

a 50% refund will be issued

a 25% refund will be issued

Less than one (1) month prior to the event

no refund will be issued

## **Miscellaneous**

This policy applies to all circumstances including any COVID-19 related reasons, including but not limited to: transportation disruptions and cancellations, border closures, travel visas being declined, illness, travel or health advisories and quarantines or death.

All participants acknowledge that changes in itinerary, location, content, host or other arrangements may happen with little or no notice before the event date, in response to reasons including but not limited to: weather events, security events, closed borders, public health scares, host or team sickness or injury. FINEO reserves the right to do so at any time, although we will make every attempt to make decisions jointly with the participants.

In the event that it becomes necessary to change an event date due to insufficient participants being able to attend, a new date will be scheduled at no additional cost to the participants, although FINEO cannot be held liable for any consequential expenses incurred by the participants resulting from such date change.

It may be necessary to cancel an event for reasons beyond our reasonable control. If FINEO is required to cancel an event (other than expeditions), we will offer you a refund for the paid amount minus a USD 300 transaction and administrative charges.

In such cases, FINEO's liability is limited to refunding the fees according to the policy above for the affected event. Beyond that, FINEO shall not be liable for any costs or loss resulting from changes or cancellation as a result of an event outside FINEO's reasonable control. See also: Terms and Conditions.

FINEO retains the prerogative to refund the registration fee and decline acceptance of the event registration form at its sole discretion, without incurring any liabilities, and without the imposition of penalties. This authority is applicable at any time and for any reason. Any refund due, once approved, will be issued within 30 days of receipt of the cancellation notice to the participant's original payment method.

FINEO's contact details can be found in each registration confirmation email or on the ticket. To submit a request to change or cancel your booking, please email us with the ticket number and other booking details. If you have any other questions, contact us on [info@fineo.com](mailto:info@fineo.com).