2027 EAIE EXHIBITION TERMS AND CONDITIONS

The following Terms and Conditions (Terms) apply to organisations exhibiting at the 2027 EAIE Exhibition. The EAIE Exhibition is part of the Annual EAIE Conference and Exhibition which will take place from 07 to 10 September 2027 at Feira Internacional de Lisboa (FIL) in Lisbon, Portugal.

1. CONTRACTING PARTY, ORGANISER AND CONTRACTOR OF THE EAIE EXHIBITION

The EAIE Exhibition is held and hosted by the European Association for International Education (the EAIE), with registered address TSH Collab, c/o EAIE, Wibautstraat 131 D, 1091 GL, Amsterdam, the Netherlands.

The EAIE is the contracting party for the exhibition space.

The EAIE has appointed EA Exhibitions as the official Exhibition Contractor. EA Exhibitions is the contracting party for stand packages and additional services and will be responsible for pre-conference coordination of the exhibition, set-up and break down of the exhibition and exhibitor services. The exhibitor services include the exhibitor portal and exhibitor manual, exhibitor help desk, stand design and construction, assessment of booth designs and exhibitor stand services.

2. ELIGIBLE PARTICIPANTS

Participation in the EAIE Exhibition is open to individual exhibitors and groups of exhibitors, who are in a position to contribute directly to the subject matter of the exhibition (*i.e.* international higher education).

3. EXHIBITOR PORTAL

The online Exhibitor Portal (currently: Toddoo) is the exhibition booking platform and contains all relevant information to prepare for the exhibition, *i.e.*, a manual with dates & deadlines, general information, venue rules & regulations and safety instructions. It also contains the floor plan where exhibitors can book the stand space and a web shop where exhibitors can order a stand package and exhibitor stand services, such as electricity, furniture, graphics, internet, *etc*. To be able to book the above-mentioned services at the EAIE Exhibition, the exhibitor needs to create an account in the online Exhibitor Portal and confirm all contact and billing information.

The main contact person of the exhibitor is regarded the ‘owner’ of the exhibitor data in the online platform, such as contact details, billing information, VAT identification number, and more. It is the sole responsibility of the exhibitor main contact person to check their information in the exhibitor portal is accurate and update it when necessary. Re-issuing the invoices because of incorrect billing details will be subject to additional administrative costs. The EAIE cannot adjust the exhibitor details in the

portal. For any technical questions concerning the exhibitor portal, please directly contact Toddoo support.

4. APPLICATIONS AND CONCLUSION OF CONTRACT / GROUPS OF EXHIBITORS

4.1. Space Bookings and conclusion of the contract

An exhibitor can only book a stand space with the EAIE via the online Exhibitor Portal and during the period when the EAIE Exhibition is open for booking. Booking a space in the Exhibitor Portal constitutes an irrevocable offer, not subject to expiry, by the exhibitor to enter into a contractual relation with EAIE.

Within 10 business days after the booking, the EAIE, at its sole discretion, reserves the right to not accept exhibitor's offer, in which case the exhibitor will be notified in writing (including by e-mail) and no contract is concluded between the EAIE and the exhibitor. Any payments received from the exhibitor will be refunded by the EAIE (without the EAIE being liable for interest or costs).

Unless the EAIE does not accept the exhibitor's offer, the contract is concluded between the EAIE and the exhibitor after the expiry of the aforementioned 10 business days period.

4.2. Transfer of the booking or the Contract

The booking and subsequent contract is linked to the organisation making the booking in the Exhibitor Portal. Full or even partial transfer of the rights and obligations to a third party or parties is not permitted unless approved in advance by the EAIE in writing (email).

4.3. Groups of exhibitors

Prior to their booking, groups of exhibitors (as meant under sections 6.2 and 6.3 below) are requested to nominate a representative who will accept the responsibility and liability of the group to the EAIE, who has the authority to sign on behalf of the group and who will be responsible for the overall organisation of the stand, including the conference registration of the exhibitor staff. The EAIE assumes that the booking is done by the representative and that the representative guarantees competence. The exhibitor indemnifies EAIE against damages, including third-party claims, resulting from any unauthorized representation by the exhibitor.

4.4. Invoicing

Promptly upon the booking of a space, the exhibitor receives an invoice from the EAIE.

Invoices of space bookings and/or additional services invoiced by the EAIE will contain the invoice address and details provided by the exhibitor in the Exhibitor Portal. The organisation mentioned on the invoice will be responsible for the payment of all orders, unless approved differently by the EAIE in writing (email).

Exhibitors are responsible for checking the billing details before finalising their booking. Changes to issued invoices that lead to re-issuance will be charged an

administrative fee of 75 euros (excluding VAT). The fee is charged per re-issued invoice and will be added automatically to the new invoice.

When the payment is not received within the deadline indicated on the invoice, or otherwise agreed by the EAIE, the exhibitor is in default immediately and the EAIE has the right to cancel (in Dutch: *opzeggen)* the contract (without being liable towards the exhibitor for compensation or damage) and the stand space on the floorplan will be released. Cancellation fees remain applicable (see Clause 9.1). If the stand location is still available after such cancelation, the exhibitor may book the stand space again at the rate applicable at the moment of booking.
The exhibitor may not (i) set off any amounts it owes to the EAIE, whether under the contract or otherwise, against the invoice referred to in this clause (or any other invoice received from the EAIE), (ii) apply a discount; or (iii) suspend any payment.

The EAIE may, at its sole discretion, agree to issue multiple invoices in relation to a single stand space booking where the exhibitor requests that fees be invoiced separately to sub-exhibitors, co-exhibitors, stand sharers, affiliated organisations, or other participating entities. The EAIE reserves the absolute right to refuse any request for split invoicing without providing justification and may require all fees relating to the stand space booking to be invoiced to and paid by a single exhibitor.

Where the EAIE agrees to split invoicing, an administrative fee of 350 euros (excluding VAT) will be added to each invoice.

Notwithstanding the issuance of multiple invoices, all invoiced entities shall remain jointly liable for the full payment of all fees and charges relating to the booking. The stand space booking shall not be deemed finally confirmed until all invoices have been paid in full to the EAIE.

In the event that any sub-exhibitor, co-exhibitor, stand sharer, or other participating entity withdraws, cancels its participation, fails to make payment, or otherwise ceases to participate, the exhibitor shall remain fully liable for all fees and charges associated with the original stand space booking.

Where a stand space booking has been invoiced to multiple entities, any cancellation, withdrawal, reduction in booked space or change of stand type shall not entitle the exhibitor or any participating entity to a refund, credit, reduction in fees, or application of the standard cancellation provisions set out in Clause 9. In such circumstances, 100% of the original total amount invoiced for the original stand space booking shall remain due and payable.

5. FEES AND PAYMENT CONDITIONS

5.1. Space fee

Exhibitors book a stand space which includes fee waivers and exhibitor liability insurance. The space does not include a stand (package), electricity, floor covering, furniture or cleaning.
The space rental charges for the exhibition are as indicated below, prices are in Euro, per m², excluding VAT, levies and other (sur)charges:

Booking period / price per sqm	Row space (one side open)	Corner space (two sides open)	Peninsula space (three sides open)	Island space (four sides open)
Early-bird (until 28 February 2027)	*€590*	*€649*	*€649*	*€649*
Regular (1 March – 30 June 2027)	*€650*	*€715*	*€715*	*€715*
Late (1 July – 08 August 2027)	€710	*€781*	*€781*	*€781*

Island space is available for stands of 60m2 or larger.

Booking periods :

- **Early-bird booking fee**: until **28 February 2027**
- **Regular booking fee** (Early-bird fee +10%): from **1 March 2027** to **30 June 2027**
- **Late booking fee** (Regular fee +10%): from **1 July 2027** to **08 August 2027**

If an exhibitor expands their space after booking the original stand space, the booking rate in effect at the time of expansion will apply to all additional square meters added to the original booking

Exhibiting organisations whose fiscal identity is established in a country classified by the World Bank as a 'low-income' or 'lower-middle-income economies' at the time of booking are eligible for a 25% discount on the applicable stand space fee. The discount is applied automatically on the invoice during the booking process in the Exhibitor Portal.The EAIE reserves the right to approve or deny the discount at its discretion.
For first-time exhibitors, the EAIE offers a 15% discount on the stand space. Exhibitors who have previously been exhibiting as a sub-exhibitor are not considered a first-time exhibitor when they book their own space. To receive this discount, the exhibitor's main contact must email the EAIE at exhibition@eaie.org to request it before confirming the space booking in the Exhibitor Portal. The first-timer discount cannot be combined with other discounts.

5.2. Payments

All fees are payable in Euros (€). Invoices from the EAIE are payable within 30 calendar days of the invoice date unless an alternative date is given on the invoice. All payments need to be received in full by the EAIE ultimately 20 days before the exhibition build up starts. Payments must be made by bank transfer. The amount due and bank details are specified on the invoice. Any bank cost applicable to the bank transfer must be paid by the exhibitor and cannot be shared with the EAIE in full or in part.

5.3. VAT guidelines*

Dutch VAT (21%) is applicable, EU reverse charge rules apply.

1. Organisations based in the Netherlands are charged 21% VAT.
2. EU-based organisations can reverse charge the VAT when they qualify according to the EU regulations. A VAT identification number is required. Organisations without a VAT identification number are charged 21% VAT.
3. Organisations based in the United Kingdom with or without a valid VAT number are not charged any VAT (0%).
4. Non-EU based organisations are not charged any VAT (0%)

*the above information is an indication and might differ per organisation and country. No rights can be derived from the VAT guidelines.

6. ALLOCATION OF STAND SPACES / STAND PACKAGES / STAND BUILDING

6.1. Stand space allocation

As part of their booking, exhibitors are entitled to select the location and the size of their stand space from available spaces on the exhibitor floor plan in the Exhibitor Portal. The stand space includes a pre-defined number of free conference registrations and liability insurance. Space booking does not include a stand, electricity, furniture, floor covering or cleaning. Recurring exhibitors (and/or their related partners) may have pre-assigned space in order to enhance optimal use of the floorplan in favour of the whole exhibition. The EAIE reserves the right to change the position of the stand at any time (including after conclusion of the contract) and for any reason. The EAIE also retains the right to make any necessary changes to the size and spacing of the booth at any time in order to comply with the venue´s Health & Safety Regulations. Any exchange of space between two or more exhibitors will be subject to the prior written approval (e-mail) by the EAIE.

6.2. Sharing of stand spaces

Sharing of stands of two or more individual organisations, for which the second exhibitor is not a sub-exhibitor (as referred to in Clause 6.3), must be approved in advance by the EAIE in writing (e-mail) and is subject to a surcharge of €750 (excluding VAT) per additional exhibitor. This fee will be charged to the main exhibitor who initially booked the stand space. Exhibitors sharing a stand space will receive one entry each in the list of exhibitors.

Should an exhibitor (intend to) share their stand space without first gaining the approval of the EAIE, this shall be grounds for immediate cancellation (in Dutch: *opzegging*) of the contract by the EAIE without notice and having the stand space vacated at the exhibitor's risk and expense.

6.3. Sub-exhibitors

Sub-exhibitors are companies within groups and subsidiaries, or with their own products and their own personnel. They use the stand area of the main exhibitor and exhibit under a group name. Exhibitors must inform the EAIE of each individual sub-exhibitor of the main stand by sending the list of sub-exhibitors through the exhibitor

profile form or by email no later than four weeks before the first exhibition day. The EAIE, at its sole discretion, reserves the right to reject sub-exhibitors, in which case the exhibitor will be notified in writing.

Rejected sub-exhibitors will automatically be considered as stand sharing exhibitors and the stand sharing surcharge will apply (see Clause 6.2). Should the main exhibitor accommodate a sub-exhibitor or a company without informing EAIE (sending the list of sub-exhibitors through the exhibitor profile form or by email at least four weeks prior to the exhibition), this shall be grounds for immediate cancellation (in Dutch: *opzegging*) of the contract by the EAIE without notice and having the stand space vacated at the exhibitor's risk and expense. Exhibitors are not allowed to sub-lease to sub-exhibitors with the purpose of making a profit.

Should an exhibitor decide to cancel their booked space to become a sub-exhibitor in a different stand, the general cancellation terms and conditions apply as set out in Clause 9.1.

6.4. List of exhibitors

The details for entry in the list of exhibitors should be submitted via the Exhibitor Profile form, which is provided to the exhibitor by email. The EAIE reserves the right to edit any submissions. The list of exhibitors will be distributed digitally.

Notwithstanding any other rights or remedies of the EAIE, the EAIE has the right to exclude exhibitors from the digital list of exhibitors if the space fee costs have not been paid according to the payment deadline as indicated on the relevant invoice. The data gathered will be treated according to GDPR regulations. Download the EAIE Privacy Statement.

6.5. Visitors to the exhibition

All visitors to the EAIE Exhibition must be registered conference participants. This also applies to exhibitor staff members. Details about online registration become available in May 2027.

6.6. Stand building

The standard stand height is 2.50m. Any further information, limitations and restrictions will be provided in the exhibitor manual. If an exhibitor intends to contract their own stand builder for a Free Build stand at the exhibition, please see Clause 6.8 below.

6.7. Stand packages

Exhibitors book their stand space with the EAIE. After booking the space, exhibitors are required to book a stand package with EA Exhibitions or construct a custom stand if the space size allows for a Free Build stand. The stand packages include walls, electricity installation and consumption, basic daily overnight cleaning, floor covering, and a set of furniture. The items included in each package and the pricing are listed and displayed in the package entry of the respective size in the Exhibitor Portal webshop, providing exhibitors with a preview before making their booking.

Stand packages that exhibitors can book for their stand space depend on the booked space size and are as follows:

- Spaces with a size from 9 to 21m2 must choose between a **Shell Scheme Package** or a **Premium Package**.
- For spaces ranging from 24 to 36m2, exhibitors have the option to book a **Shell Scheme Package**, **Premium Package**, **Modular Stand Design (MSD) Package**, or construct a **Free Build stand**.
- Spaces with a size of 36m2 or larger require the booking of an **MSD Package** or the construction of a **Free Build stand**. **Shell Scheme** or **Premium Package** can be booked on request.

Every exhibitor must either book a stand package or construct a Free Build stand. If an exhibitor with stand space of 21m² or smaller does not order a stand package by the deadline specified in the exhibitor manual, EA Exhibitions will assign the Basic Shell Scheme package to that space and invoice the exhibitor the package cost.

The same rule applies to exhibitors who book a space between 24m² and 36m² and do not order a stand package or submit a Free Build stand design by the deadlines specified in the exhibitor manual.

6.8. Free Build stands

Free Build stands are individually designed and constructed either by EA Exhibitions and their partners or by independent stand builders. Exhibitors with a booked space of 24m2 or larger are eligible to construct Free Build stands.

Free Build stands must include partition walls on the sides adjacent to neighbouring stands. Exhibitors are required to book basic daily cleaning for the entire duration of the exhibition. A ramp must be incorporated into free-build stands with raised flooring to ensure accessibility. The ramp must be placed within the stand borders and cannot be located in the aisles.

Partition walls should have a minimum height of 2.5 metres. Walls exceeding this height must be finished as solid white walls. Exhibitors are not permitted to utilise walls from neighbouring stands for their own purposes.

Exhibitors must keep the sides of their Free Build stands facing the exhibition aisles open. Walls or structures along the aisle side cannot exceed 30% of the side length.

All exhibitors who build their own stand must get approval for their stand design. The applicable stand submission forms and procedure can be found in the exhibitor manual and Toddoo.

All Free Build stands are subject to a Sustainability Assessment, which is required for stand design approval and conducted by an authorised external party. An external party will review the stand details prior to the exhibition and monitor compliance with the submitted data during on-site stand build-up.

Exhibitors employing an independent stand builder for Free Build stands must submit the stand design sketch and the stand builder's contact details by the deadline specified in the exhibitor manual. The stand builder will then receive instructions and a link to submit the required data for the Sustainability Assessment. Submission of this data is

mandatory for the stand builder to be permitted to construct the stand on-site. For exhibitors using EA Exhibitions and/or their partners for Free Build stands, EA Exhibitions will handle the necessary information required for the Sustainability Assessment.

Sustainability requirements and additional Free Build regulations and conditions will be published in the exhibitor manual.

A violation of these conditions shall be grounds for immediate cancellation (in Dutch: opzegging) of the contract by the EAIE without notice and the right for the EAIE to having the stand space vacated at the exhibitor's risk and expense.

6.9. Stand height above 2.50m

The standard stand height is 2.50m. Exhibitors with Free Build stands can build a stand higher than 2.50m. This will be subject to approval and an additional surcharge which is 10% of the exhibition space cost (excluding VAT).

The costs of the construction of the increased stand height are not included in the surcharge. Please contact EA Exhibitions for height restrictions. This offer is subject to logistical constraints and approval by the venue and EA Exhibitions. The deadlines for booking additional height and uploading the stand design is indicated in the exhibitor manual.

Exhibitors can book a combination of increased stand height and a hanging sign, in which case both hanging sign and additional height fees will be applicable, namely 10% additional height fee and 10% hanging banner fee or 15% digital hanging banner fee.

6.10. Hanging signs & digital banners

The option of **hanging signs** is available only to Free Build stands and stands with MSD packages. This option will be subject to an additional surcharge which is 10% of the exhibition space cost (excluding VAT). This offer is subject to availability and logistical constraints, and approval by the EAIE and the venue.

The costs of the sign production and the hanging of the sign (including rigging points and electricity) are not included in the aforementioned surcharge and will be invoiced separately to the exhibitor. The sign must be located 50cm within the stand border from the aisle(s) and neighbouring exhibitors on all sides. Please contact EA Exhibitions for height restrictions. Dimensions and design of the hanging sign must be approved by EA Exhibitions.

Exhibitors can book a combination of increased stand height and a hanging sign, in which case both hanging sign and additional height fees will be applicable, namely 10% additional height fee and 10% hanging banner fee.

The option of **digital banners** is available only to Free Build stands and stands with MSD packages. This option will be subject to an additional surcharge which is 15% of the exhibition space cost (excluding VAT). This offer is subject to availability and logistical constraints, and subject to approval by the EAIE and the venue. The costs of the sign production and the hanging of the digital banner (including rigging points and

electricity) are not included in the surcharge and will be invoiced separately to the exhibitor.

The digital banner must be located 50cm within the stand border from the aisle(s) and neighbouring exhibitors on all sides. Pictures should be stilled and can be presented as a slide show, with an interval of two minutes. No sound is allowed. The back of the screen should be covered. Please contact EA Exhibitions for height restrictions. Dimensions and design of the digital banner must be approved by EA Exhibitions.

Exhibitors can book a combination of increased stand height and a hanging sign, in which case both hanging sign and additional height fees will be applicable, namely 10% additional height fee and 15% digital hanging banner fee.

6.11. Internet access

There will be a general and limited free wireless internet network at the EAIE Exhibition. To optimise the coverage and the speed of the internet connection, the WIFI network will be available on the frequency of 5GHz throughout the exhibition hall. This network will only be suitable for checking e-mails, *etc*, but not for up- and downloading large amounts of data or showing online presentations. There will be the opportunity to order an individual wired internet connection, *e.g.* for downloading information or presentations, through the Exhibitor Portal. No rogue wireless internet networks are to be installed as these interfere with the overall network, causing inconvenience to all other exhibitors and participants. Violation of this will be grounds for immediate cancellation (in Dutch: *opzegging)* the contract by the EAIE without notice and having the stand space vacated at the exhibitor's risk and expense. It is noted that EAIE does not provide any warranties as to network security.

6.12. Microphone and sound system usage

Microphone and sound system (including looped videos and presentations with sound) usage is only permitted with prior approval by the EAIE and should under no circumstances disturb other exhibitors and/or visitors. The exhibition management (including EAIE, the Exhibition Contractor and/or the venue) reserves the right to test the noise levels if they believe this to be necessary and to terminate the activity if necessary.

6.13. Receptions at stands

Receptions at exhibition stands are allowed in the exhibition hall at certain times during exhibition hours.

Restricted reception times will be communicated in the exhibitor manual. Catering for receptions needs to be ordered through the local partner. Catering has to be ordered according to the food and drinks regulations of the host country. More information about ordering catering will be available in the exhibitor manual.

7. LIABILITY, INDEMNITY AND INSURANCE

7.1. Liability of the EAIE

7.1.1. The EAIE is under no circumstance liable for damage and/or misrepresentations caused by third parties hired by the EAIE to fulfill its obligations under the contract (including these Terms and Conditions).

7.1.2. Notwithstanding Clauses 7.1.1 and 7.1.3, if the EAIE can be held liable the total liability of the EAIE per damaging event will be limited to the amount which EAIE's insurer pays out in the relevant event. The EAIE will under no circumstances be liable for indirect damages such as loss of profits, sales and/or interest, reputational damage, lost savings, loss of goodwill or opportunity, business interruption, and/or damage resulting from third party claims (including regulatory fines).

7.1.3. The EAIE is under no circumstance liable for any personal injury or death arising during or in connection with the fulfilment of the contract (including these Terms and Conditions).

7.1.4. The exclusions and limitations of the EAIE's liability as set out in this Clause 7.1 do not apply in the case of intentional and/or deliberate recklessness on the part of the EAIE's management.

7.2. Insurance

Public liability insurance is taken out by the EAIE on behalf of the exhibitors and included in the space fee. This coverage is limited to Third Party Liability only, meaning bodily injuries and/or property damage caused by a registered exhibitor to a Third party.

Exhibitors are solely responsible for their own goods & properties, both private and/or their employer's. The EAIE is not responsible and cannot be held liable for any loss, damage, or theft of exhibitor's own belongings such as laptops, briefcases, purses etc. Personal items are not insured by any EAIE insurance. The EAIE highly recommends taking out fire & theft insurance via your local insurance broker and/or check coverage on the existing insurance(s). Fire and theft insurance is not compulsory.

7.3. Indemnity

Exhibitor shall indemnify and hold the EAIE harmless from all claims and all direct, indirect or consequential liabilities (including loss of profits, loss of business, depletion of goodwill and similar losses), costs, proceedings, damages and expenses (including legal and other professional fees and expenses) awarded against, or incurred, or paid by the EAIE as a result of any claim made against the EAIE in respect of any liability, loss, damage, injury, cost or expense sustained by any third party to the extent that such liability, loss, damage, injury, cost or expense was caused by the exhibitor, unless this cause is not attributable to the exhibitor.

7.4. Health and hygiene measurements

The EAIE is not liable for any passing of infectious diseases and will take all reasonable precautionary measures and follow the guidelines of the venue in regard to distance, stand sizes, stand allocations, health and hygiene measures.

8. FORCE MAJEURE

8.1. Cancellation of the Event

If the EAIE Exhibition cannot take place, in whole or in part, for reasons outside the EAIE's control, whether or not such reasons were foreseeable at the moment of concluding the contract between the EAIE and the exhibitor (i.e. Force Majeure), the

EAIE is allowed to cancel the Exhibition, without being liable towards the exhibitor for damages, costs and/or other compensation.

Force Majeure within the meaning of this Clause 8.1 includes, but is not limited to, epidemics, pandemics and governmental measures resulting from them, natural disasters, fire, floods, war, danger of war and war damage, mobilisation, martial law and other disturbances, riots, insurrection, terrorism and the threat thereof, governmental regulations, sickness or shortage of personnel, strikes, disruptions in the EAIE's business (including power failures and systems failures or disruptions in EAIE's business as a result thereof), cyber-attacks or cybercrime, prolonged shortage of energy supplies, and failures on the part of the EAIE's suppliers, auxiliary persons or auxiliary businesses (including among others the venue and the Contracting Partner).

In case of Force Majeure, the EAIE may still invoice the exhibitor for work carried out in the latter's instructions, to cover any expenses already incurred by the EAIE.

If, at the sole discretion of the EAIE, the conference and exhibition does not receive a sufficient number of participants and/or exhibitors (or it is reasonably foreseeable this be the case), or if the EAIE faces unforeseen, extreme cost increases, the EAIE may, at their discretion, decide to cancel the event. The EAIE will do this by notifying registered exhibitors in writing by sending an email to the email address provided by them, no later than six weeks before the start of the event. All registered exhibitors will receive a refund of any fees received by the EAIE. However, the EAIE may still invoice the exhibitor for work carried out in the latter's instructions, to cover any expenses already incurred. EAIE cannot be held liable for any other costs incurred by exhibitors such as flight tickets, bank fees, productions costs, etc.

8.2. Rescheduling of the Event

If the EAIE decides the conference and exhibition to be held at a later date, the EAIE will notify the exhibitors. Exhibitors are entitled to cancel their participation if the event is rescheduled, provided such cancellation is given in writing within one week following receipt of the notification. All registered exhibitors will receive a refund of any fees received by the EAIE. However, the EAIE may still invoice the exhibitor for work carried out in the latter's instructions, to cover any expenses already incurred.

8.3. For Events that have Already Commenced

If the commenced EAIE Exhibition is shortened or cancelled for reasons of Force Majeure, the Exhibitor shall not be entitled to repayment or remission of the stand space rental nor for any other compensation or damages.

9. ALTERATION OR CANCELLATION

9.1. Cancellation by Exhibitor

Before the beginning of the EAIE Exhibition, exhibitors may cancel (in Dutch: *opzeggen)* their participation, reduce the booked space size or change the booked space type, subject to the following conditions:

9.1.1. The notice of cancellation / reduction / change of space type must be declared in writing by email to exhibition@eaie.org. The time of receipt by the EAIE of

the notice will be deemed to be the date of the declaration of cancellation / reduction / change of space type.

9.1.2. In case of a cancellation / reduction / change of space type more than 12 weeks prior to the first day of the exhibition, 50% of the (initial) space fee is payable. In case of a cancellation / reduction / change of space within 12 weeks prior to the first day of the exhibition or if an exhibitor for whatever reason does not attend the exhibition, the full amount of the space fee is payable. EAIE reserves the right to assert further claims. The exhibitor may only participate in future editions of the EAIE Conference and Exhibition if all payments from previous editions have been fully settled.

9.1.3. If the exhibitor has booked a stand package and/or exhibitor services with EA Exhibitions before cancelling their stand space, they must notify EA Exhibitions by sending an email at eaie@eaexhibitions.com to cancel their order. The EA Exhibitions Terms and Conditions apply to the cancellation of stand packages and/or exhibitor services.

9.1.4. In case of cancellation of booked additional height, hanging banner and/or digital sign, the cancellation admin fee of €75 (excluding VAT) per cancellation will apply. The EA Exhibitions Terms and Conditions will apply for cancellation of rigging, hanging banner and/or digital sign if these services have been booked with EA Exhibitions prior to cancellation.

9.2. Rescission of the contract by EAIE

In addition to EAIE's rights to cancel the contract as stipulated in these Terms and Conditions and without prejudice to any of the EAIE's rights or remedies under the contract and/or applicable law, the EAIE is entitled to rescind (in Dutch: *ontbinden*) this contract effective immediately, in whole or in part, without any notice of default being required, in the following circumstances:

9.2.1. if the exhibitor violates the advertising regulations as stipulated in Clause 12 of these terms and conditions;

9.2.2. if the exhibitor violates domiciliary rights of the exhibition venue;

9.2.3. if the exhibitor no longer conforms with the requirements for being accepted as an exhibitor at the EAIE Exhibition, or if EAIE subsequently becomes aware of any reasons which, when they had been known before, would have excluded that person or entity from participation.

9.2.4. In all of those cases EAIE is entitled to claim damages.

10. EXHIBITION STAFF REGISTRATION AND ENTITLEMENTS

10.1. Conference fee waivers entitlements

Two or more fee waivers (*ie* free conference registrations) are included in the space booking fee and are provided based on the stand size to register exhibitor stand staff. The number of included fee waivers is as indicated below:

Stand Size	Number of fee waivers per stand space
9 m²	2
12 m²	2
15 m²	2
18 m²	3
21 m²	3
24 m²	4
27 m²	4
30 m²	5
33 m²	5
36 m²	6

Exhibitors that book space larger than 36 m2 will receive one fee waiver per 6 m2 booked.
Exhibitor registrations at reduced rates are no longer available; instead, increased fee waiver entitlements have been introduced.

The main contact person who booked the stand space will receive an exhibitor code. This code can be used by stand participants for free registration.

10.2. Exhibitor group registration invoice

If additional exhibitor staff attend the conference beyond the allocated fee waivers, they may register as paid participants at the applicable rate at the time of registration and pay individually by credit card during registration.

If credit card payment is not possible, the exhibitor may request a single invoice for group registration, payable by bank transfer. Each exhibitor stand is eligible for one group registration invoice at no additional charge; however, an administrative fee of €75 (excluding VAT) will apply for each additional invoice requested. Amending an issued invoice is not possible; changing the number of registrations on the invoice will require an issue of additional invoice with applied administrative fee of €75 (excluding VAT). The deadline to request a group registration invoice is 15 August. Participants registered via group registration invoice can be registered only once the invoice has been paid in full.

Refunds (full or partial) of the exhibitor group registration invoice are not available. However, if a registered participant cannot attend the Conference and Exhibition, they may request a registration transfer to a colleague for the entire conference duration. The Terms and Conditions of exhibitor group registration take precedence over Article 3 of the EAIE General Terms and Conditions.

11. SHIPPING, LOGISTICS AND STAND CLEARANCE REQUIREMENTS

11.1. Shipping and Logistics

Exhibitors are responsible for sending their materials to the venue. An official logistics supplier will be appointed to handle all freight/packages. EAIE is not responsible for pricing or invoicing of shipment services and cannot be held liable for loss or incorrect delivery or return of materials. EAIE is not responsible for customs clearing of any foreign shipping. Further information will be provided in the exhibitor manual.

11.2. Stand Clearance and Dismantling

At the end of the exhibition on **10 September 2027**, the exhibitors must promptly clear their stands, remove all materials placed on the walls of their respective exhibition stands, promotional boards, *etc*. and must hand the stand over to EA Exhibitions in the state in which they received it, including all rented items. Due to fire regulations, crates and other packaging material may not be stored in the stand or the exhibition halls. In case any crates and other packaging material are found, they will be removed immediately, and any related costs will be charged to the exhibitor. Further information including mounting/decorating and dismantling times will be provided in the exhibitor manual.

12. ADVERTISING

12.1. Creating content for advertising and marketing purposes at the exhibition

The EAIE does not give permission to create content for advertising and marketing purposes at the exhibition, either through interviews, face-to-face, recorded, filmed, photographed or in writing, unless this has been specifically requested in writing to the EAIE and the EAIE have given their prior consent in writing.

12.2. Advertising during the exhibition

Exhibitors may use the exhibition, within the agreement, to promote their own products and services while refraining from addressing or referring to the competition in any detrimental way. The EAIE logo and conference branding may not be used on any advertising materials or give-aways distributed by exhibitors.

Exhibitors are responsible for removing and/or properly disposing of any leftover brochures, promotional materials, or give-aways in accordance with the venue's waste disposal regulations after the exhibition closes. Failure to comply may result in the exhibitor being invoiced for the costs associated with the removal and disposal of such items.

Advertising is only permitted within the allocated exhibition space. In the interests of all exhibitors, distributing flyers, additional signage, digital promotion and other advertising material outside the stand will not be tolerated, this also includes balloons, flags, banners that exceed the stand dimensions including allowed stand height, rental of promotion screens. Violation of these conditions will be grounds for immediate cancellation (in Dutch: *opzegging)* of the contract by the EAIE without notice and having the stand space vacated at the exhibitor's risk and expense.

12.3. Marketing messages

Marketing messages sent to conference participants before, during or after the exhibition should not imply endorsement by the EAIE in any way nor make use of the EAIE branding without permission. The official event hashtag should be used for all promotions of attendance at the exhibition, however other email addresses and social media handles used for marketing purposes may not incorporate the EAIE name.

12.4. Contacting conference participants

The EAIE online messaging system is not intended for commercial purposes, including mass marketing to all attendees. Messaging and meetings should be limited to targeted requests based on common interests.

Exhibitors can utilise lead retrieval technology to scan and retrieve the contact details of visitors to their stand, as well as obtain consent to message them, through the EAIE platform.

Exhibitors should refrain from processing participant data or contacting participants outside of the online event platform unless explicit consent is obtained. This prohibition extends to the use of third-party purchased mailing lists or the creation of new mailing lists (outside of the exhibitor's existing network).

It's crucial to be aware of obligations regarding the processing of attendee personal data and marketing within the EU. Please refer to the European Commission's guidelines: EU Data Protection Guidelines

12.5. Political or military advertising

Any form of political or military advertising is strictly prohibited. The EAIE Conference and Exhibition is politically neutral and the organisers reserve the right to remove any material that is politically controversial or likely to cause offence. Exhibitors are reminded that they are responsible for the conduct of their staff in the conference and exhibition area. Violation of this clause will be grounds for immediate cancellation (in Dutch: *opzegging) of* the contract by the EAIE without notice and having the stand space vacated at the exhibitor’s risk and expense.

13. Miscellaneous

13.1. SECURITY

The exhibition area will be guarded overnight on set-up day **06 and 07 September** and overnight on exhibition days, **08 and 09 September 2027**. However, no liability will arise from this for the EAIE. Exhibitors are always advised to take any objects of potential value with them.

13.2. CLEANING

Basic daily cleaning is included in Basic Shell Scheme, Premium and MSD stand packages. Exhibitors with Free Build stands are required to book daily cleaning for the whole duration of the exhibition. Cleaning can be booked in the webshop in the exhibitor portal. The daily cleaning of the passages in the exhibition halls will be arranged by the EAIE.

13.3. ELECTRICITY / POWER SUPPLY

Exhibitors that book Basic Shell Scheme, Premium and MSD stand packages have the cost of power (3KW) and general stand lighting included in the stand package fee. Any power requirement that goes beyond this (*ie* additional power, 24-hour power supply, *etc*) needs to be ordered with EA Exhibitions through the Exhibitor Portal and paid for separately. Exhibitors with Free Build stands will have to order and pay for any electrical mains supply separately.

13.4. OFFICIAL OPENING HOURS OF THE EXHIBITION

Wednesday 08 September 2027	08:30–18:00 Local time
Thursday 09 September 2027	08:30–18:00 Local time
Friday 10 September 2027	08:00–12:00 Local time

**Subject to confirmation*

Exhibitors with exhibitor badges will have access to the exhibition hall according to the following schedule:

Tuesday 07 September 2027	14:00–17:30 Local time (for stand decoration only)
Wednesday 08 September 2027	07:30–18:00 Local time
Thursday 09 September 2027	08:00–18:00 Local time
Friday 10 September 2027	07:30–13:30 Local time

All timings are subject to change

*Exhibitor activities in the exhibition hall during stand decoration hours on Tuesday, 07 September 2027, are strictly limited to checking stand readiness, delivering materials to stands and setting up. Scheduling meetings in the exhibition hall during these hours is strictly prohibited. Exhibitors found holding meetings in the hall will be escorted out immediately and will not regain access until the official exhibition opening hours.

No exhibit may be removed from the exhibition premises prior to the official closing time of the exhibition on **10 September 2027** without the special permission of the EAIE.

13.5. DATA PROTECTION

The EAIE and EA Exhibition collect the data you submit through the exhibitor portal. The EAIE and EA Exhibitions will use your personal data in accordance with applicable data protection laws for advertising purposes in connection with planned and future EAIE Conferences and Exhibitions and other events organised by the EAIE. For any personal data processed by EA Exhibitions in its capacity of data processor, the EAIE end EA Exhibitions executed a data processing agreement.

For more information, please refer to the EAIE Privacy Statement.

13.6. PHOTOGRAPHY / FILMING

The EAIE are entitled to take photographs or produce illustrations, films, *etc* of the exhibition stands or the exhibits for use in publications in connection with the EAIE Exhibition. The exhibitor grants the EAIE royalty-free, non-exclusive license to use the illustrations, films, photographs, *etc* of their exhibition stands in any media for publicity,

advertising, trade or promotion purposes in connection with the EAIE Conference and Exhibition or any future EAIE Conferences and Exhibitions.

Exhibitors are permitted to take photographs of their stand and stand personnel, strictly within their designated stand space. If exhibitors wish to photograph visitors to their stand, they must first obtain the visitors' explicit consent. Access for professional photographers is not allowed unless it is approved in advance by the EAIE in writing. Exhibitors are strictly prohibited from taking professional photographs or videos in any other areas of the conference or exhibition venue without prior written permission of the EAIE.

14. ACCEPTANCE AND LOCAL REGULATIONS

The exhibitor accepts, also on behalf of their employees and agents, these Terms and Conditions as well as all local laws, in particular fire safety ordinances, business regulations, and all other legally binding regulations, including the exhibition venue's rules and regulations.
Within the venue of the EAIE Exhibition, the EAIE exercise the domiciliary rights and are entitled to expel persons and companies from the exhibition without notice who fail to observe the above conditions and regulations. Should the exhibitor or his employees or agents fail to follow the instructions of the EAIE and/or EA Exhibitions, the EAIE is entitled to order the stand cleared at the exhibitor's expense and liability.

15. GOVERNING LAW AND JURISDICTION

15.1. Dutch law is applicable to the contract between the EAIE and the exhibitor, including these Terms and Conditions, and all (extra)contractual obligations arising therefrom or related thereto. To the extent applicable, the applicability of the Vienna Sales Convention is expressly excluded.

15.2. Only the competent court in Amsterdam, the Netherlands, has jurisdiction on disputes between the EAIE and an exhibitor arising out of or relating to the contract between EAIE and the exhibitor, including these Terms and Conditions, and all (extra)contractual obligations arising therefrom or related thereto.

15.3. In case of any disputes between an exhibitor and the EAIE, parties have the obligation to try and reach an amicable settlement by agreement or escalation to appropriate levels of management. Only after a failed attempt to reach a settlement can parties start proceedings in the courts of Amsterdam, the Netherlands (as referred to under Clause 15.2).

16. OTHER

16.1. The exhibitor's right to (full or partial) rescission (in Dutch: *ontbinding)* under section 6:265 of the Dutch Civil Code is expressly excluded. Furthermore, sections 7:402, 7:403, 7:405, 7:408 (1), 7:407 and 7:411 of the Dutch Civil Code do not apply.

16.2. The EAIE has the right to unilaterally amend these Terms and Conditions at any time.