

Cisco Live Terms & Conditions (“Release”)

BY REGISTERING FOR AND ATTENDING CISCO LIVE (THE “EVENT”), SPONSORED BY CISCO SYSTEMS LTD. (“SPONSOR”), I HEREBY AGREE TO THE TERMS OF THIS RELEASE.

ASSUMPTION OF RISK: I understand that participation in the Event may carry with it certain inherent risks that cannot be eliminated regardless of the care taken to avoid injuries. The specific risks vary from one activity to another, but the risks range from 1) minor injuries such as scratches, bruises, and sprains; 2) major injuries such as eye injuries or loss of sight, joint or back injuries, heart attacks, and concussions; and 3) catastrophic injuries including paralysis and death.

I have read and understand the previous paragraph. I know, understand, and appreciate these and other risks that are inherent in the Event. I hereby assert that my participation in the Event is voluntary and that I knowingly assume all such risks of injury, illness, death or other loss arising from or related to my participation in the Event.

RELEASE OF LIABILITY: Consistent with the above assumption of risk and to the fullest extent allowable by law, I, for myself, my heirs, personal representatives, executors and assigns, hereby release, waive, forever discharge, and covenant not to sue Sponsor, its affiliates, vendors, agents and contractors and their respective officers, directors, shareholders, employees, agents from any and all manner of claims (including, but not limited to individual or class action claims, claims for monetary or equitable relief and claims for actual or punitive damages), demands, actions, causes of action, liability, and damages of any kind whatsoever, including but not limited to claims arising out of, based upon or related to the actual or alleged negligence or reckless misconduct (“Claims”) of Sponsor, its officers, directors, shareholders, employees, agents, and attorneys, resulting in personal injury, accidents, or illnesses (including death) and property loss arising from, related to or in connection with participation in the Event. I understand that this release shall be binding upon my heirs, personal representatives, executors and assigns. Nothing in this Release shall limit Sponsor’s liability (1) for personal injury or death caused by its

negligence, (2) in the tort of deceit, (3) any breach of the obligations implied by section 12 Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982 or (4) which cannot be excluded under applicable law.

SEVERABILITY: I further expressly agree that the foregoing waiver and assumption of risk agreement is intended to be as broad and inclusive as is permitted by the laws of England and Wales and that if any portion is held invalid, it is agreed that the balance shall, notwithstanding, continue in full legal force and effect.

IMAGE USE: I understand that Sponsor or its authorized representatives may conduct interviews and may take photographs and/or videotape at the Event. I hereby grant to the Sponsor and its authorized representatives the absolute right and permission to use my name, likeness, biographical information, voice, content of any interview, image and/or photograph and any other indicia of persona (“Persona”) or to refrain from doing so, in any manner or media whether existing now or hereinafter developed (including without limitation the World Wide Web and the Internet), worldwide, for trade, advertising and/or promotional purposes. I agree I shall have no rights of review or approval, no Claim to compensation, and no Claim arising out of or resulting from the use, alteration, blurring, distortion or illusionary effect (whether intentional or otherwise) or use in any composite form of my Persona and agree to release and hold Sponsor and its authorized representatives harmless for any and all such use(s).

COPYRIGHT: The Event shares content owned by or licensed to Sponsor (“Sponsor Content”). Sponsor owns and retains all rights in the Sponsor Content, including all intellectual property rights. Sponsor hereby grants me a limited, non-exclusive, revocable, non-sublicensable and non-transferable license to view and display (but not modify) the Sponsor Content solely as necessary for my authorized use of the information. Any reproduction or other use of Sponsor Content is subject to the Sponsor’s Brand Center Copyright Program terms and conditions found here: http://www.cisco.com/web/about/ac50/ac47/cisco_copyright_program.html.

PERSONAL INFORMATION: I understand that Sponsor will collect personal information that I elect to provide about myself for the purpose of associating that information with my Event registration badge. I understand that based on the preferences I choose to provide in the Consent and Opt in section of this registration application, Sponsor may retain and use that personal information to provide me with information about the Event, follow up events, and Sponsor's products and services, including by electronic and other direct marketing communications such as emails and SMS. I understand that I may unsubscribe from receipt of such subsequent communications from Sponsor should I so wish. Further information on how Sponsor collects and uses personal information and how I may access and correct such information or initiate a complaint, is available at Sponsor's Privacy Statement at

<http://www.cisco.com/web/siteassets/legal/privacy.html>.

EVENT BADGES: I understand that Event badges are personal to each attendee, and that I must always wear my own badge while onsite at the Event. Once checked into the Event, I agree not to transfer or share my badge with others, and I will comply with the ID and badge checks that take place each day of the Event. If I am found to be in violation of the badge policy, I understand that Sponsor and/or Event staff may confiscate my badge and I may not return to the Event.

DATA COLLECTION BY THIRD PARTIES: I understand that the Event area includes exhibiting partners of Sponsor with separate badge scanning devices and that if I agree to my Event registration badge being scanned by an exhibiting partner or in a session where an exhibiting partner is speaking, that exhibiting partner may receive my name, affiliation, and contact details associated with my conference badge. Sponsor requires each exhibiting partner to only use such personal information for the purpose of providing that attendee with information about and marketing that exhibiting partner's products and services. However, I understand that Sponsor cannot control uses and disclosures by an exhibiting partner of any such personal information and I release Sponsor from any responsibility or liability for use or disclosure by an exhibiting partner of my personal

information. I understand that if I do not want my information shared, I should not allow my badge to be scanned. I will have to opt out with the exhibiting partner directly if I later decide to do so.

PRIVACY: Except to the extent that I have agreed otherwise, personal data provided by me as part of the Event will only be used for the purposes of administering my participation in the Event and will be processed in accordance with Cisco's Privacy Statement, which can be located at: <http://www.cisco.com/web/siteassets/legal/privacy.html>.

GOVERNING LAW: The validity, interpretation, and performance of this Agreement shall be controlled by and construed under the laws of England and Wales. The English Courts shall have exclusive jurisdiction over any claim arising under this Release.

ACKNOWLEDGEMENT OF UNDERSTANDING: I am eighteen (18) years of age or older. I have carefully read this Agreement, fully understand its terms, and understand that I am giving up substantial rights, including my right to sue. I understand that I have the right to have a legal adviser review this Agreement. I acknowledge that I am signing the Agreement freely and voluntarily, and intend by my signature for this to be a complete and unconditional release of all liability to the greatest extent allowed by law.

COVID-19 Attendee Protocol

BY REGISTERING TO ATTEND CISCO LIVE 2023 AMSTERDAM, I AM AGREEING TO:

- Not attend if experiencing illness symptoms.
- Comply with all event health & safety standards in place.
- Answer screening questions on symptoms of/exposure to COVID-19 and leaving if asked to do so.
- If I develop symptoms of COVID-19 while at the event, reach out in confidence to Cisco's Event Health & Safety Advisor present or cce-casemgrs@cisco.com so appropriate mitigating action can be taken.

Purchases & Payments Policy

All registrations must be made by providing a valid Credit Card (American Express, Mastercard or Visa), Cisco Learning Credit account or by wire transfer at time of registration.

If there are any issues associated with your chosen payment method, please contact [Registration Support](#) to resolve the issue.

Payment Types

Credit Card

A credit card transaction fee of 3% will be applied to all credit card payments.

Wire Transfer

Payment by wire transfer is 30 days from date of registration. You will receive a 'proforma invoice' and your payment status will be 'pending' until payment is received. Once we receive your payment, we will send a payment confirmation email, and your tax invoice will be attached. Payment by wire transfer will close on Friday, December 16, 2022.

An administration fee of EUR 25 will be applied to all wire transfer payments.

Cisco Learning Credits

Cisco Learning Credits can be used to pay for your Full Conference Pass, IT Leadership Pass, Technical Seminars and Explorer week and day Passes. Learning Credits cannot be used in part payment or in conjunction with any other offer.

To pay with Learning Credits, please select 'Payment by Learning Credits' upon registration. You will be prompted to input your Learning Credits Sales Order number/s and the number of credits to be deducted from each.

Learning Credits will be processed immediately and must be approved by the Team Captain prior to the event (if not auto-approved by your organization). Please be aware of your Sales Order expiration dates. If your

Team Captain denies the transaction, our [Registration Support](#) team will reach out to you to validate payment.

- Learning Credit purchases are non-refundable.
- Payment by Learning Credits is inclusive of processing fees and Dutch VAT at 21%.
- An official tax invoice will be sent after the event.
- Payment by Learning Credits will close on Tuesday, January 24, 2023.

For assistance with Cisco Learning Credits (in case of invalid or expired Sales Order numbers) you can either submit a case through the [Certification Online Support Tool](#), or email the [Learning Credit's Support Desk](#).

Group purchases

Group discounts are available when purchasing 10 or more passes at once. During registration you can select how many passes you would like to purchase. When 10 or more passes are selected, the system will automatically deduct the discount applicable.

Group discounts are only valid when purchasing Full Conference or IT Leadership passes. It is not valid when purchasing Technical Seminars and Explorer passes.

Individual passes cannot be refunded if purchased as a group purchase.

Additional Payment Information

All passes and fees are subject to 21% Dutch VAT – this is paid directly to the Dutch Government, however companies based in the Netherlands with a valid Dutch VAT number are exempt from this and will need to contact the [Registration Support](#) team for the VAT number to be verified and invoice amended. This should be done prior to payment being made. VAT may be reclaimable via your local tax representative for companies not based in the Netherlands.

An invoice with registration details and payment terms will be issued by Cisco's appointed Events Agency, George P Johnson (UK) Limited.

Any participant with an 'outstanding payment' upon arrival at the event will be asked to provide his/her personal credit card details to process payment. The credit card provided will be reimbursed once full payment has been received by our accounting department.

Cancellations

The cancellation policy applies to all packages/types of purchases except for payments made by Learning Credits which are non-refundable: Cancellations must be made in writing to [Registration Support](#).

Standard Cancellation Terms

Dates	Refund Amount
Until December 6, 2022	Full Refund
December 7, 2022 - January 3, 2023	50% Refund
January 4, 2023 or later	No Refund

COVID-19: Cancellation Policy

If you find yourself in any of the below scenarios within 14 days before the start of the event, we will be happy to refund your pass so that you can have peace of mind when registering. The COVID-19 cancellation policy also includes payments made with Cisco Learning Credits.

- The country/state that you live in closes its borders to travel
- The country/state you live in issues advice not to travel to Amsterdam
- The country/state you live in has imposed an unavoidable quarantine on return from travel
- There is an unavoidable quarantine on arrival in Amsterdam
- There is a further lockdown phase in the country/state you live in that prevents you from leaving your home except for essential requirements
- If you test positive for COVID-19

We would also be happy to help you transfer your pass to a colleague or client to attend in your place.

Before coming to Amsterdam, please check that you have appropriate insurance in place, including cover for any medical treatment or for any disruption to your travel arrangements.

Cancellation of travel reservations and hotel reservations are the exclusive responsibility of the registrant.

For the latest advice on travel and attending events in the Netherlands, please visit our [FAQ page](#).

If the event is cancelled by Cisco due to the pandemic, we will refund the money you paid for your pass.

Conference Pass Substitution Policy

If you are unable to attend Cisco Live 2023 Amsterdam after registering, a substitution from the same company is permitted at no charge.

Substitutions must be made in writing to [Registration Support](#) with the names and email address of both the original and substitute registrant. Any balance due will automatically be transferred to the substitute. Cancellation of travel reservations and hotel reservations are the exclusive responsibility of the registrant.

For substitutions onsite at Cisco Live 2023 Amsterdam, please remember to bring written notification to the Registration Check-in queries desk.