



MILANO 2015

TICKET TERMS AND CONDITIONS – VISITORS RULES

1. DEFINITIONS

Authorised Reseller means those appointed by Expo pursuant to ticket re-sale agreement as Authorised Resellers and are therefore entitled to sell Tickets to the Public.

Calendar Ticket (Fixed Date Ticket) means a Ticket which entitles the holder to admission to the Exposition on a particular date. The Calendar Ticket is not subject to the Redeem process. The Ticket Holder of a Calendar Ticket is not entitled to change the date indicated on the relevant Ticket when he/she is entitled to attend the Exposition. Should the Ticket Holder not utilize the Calendar Ticket on the relevant date, he/she will be entitled to no reimbursement nor to utilize the Calendar Ticket on a different date, even if the failure to utilize the Calendar Ticket is caused by any event beyond the Ticket Holder's control.

Expo means the organizer of the Exposition, EXPO 2015 S.p.A., a company incorporated in Italy, with registered office at Via Rovello 2, Milano, share capital Euro 10.120.000,00, tax registration number and VAT number 06398130960

Exposition means the 2015 Universal Exposition in Milan which requires a Ticket for access.

Public means private individuals who acquire Tickets for the purpose of personal use.

Open Date Ticket means Ticket for which the date when the Ticket Holder will attend the Exposition has not been identified yet.

Parties means Expo and the Ticket Holder.

Redeem Process means the process which allows the Ticket Holder (or, when expressly authorised, the Authorised Reseller) of an Open Date Ticket to indicate the date when he/she will attend the Exposition.

Ticket means a valid document the presentation of which entitles the holder to admission to the Exposition.

Ticket Holder means the Purchaser of the Ticket and/or anyone who shows the Ticket to enter the Exposition or exercises any other right set out in these Ticket Terms and Conditions.

Ticket Purchaser means the person who buys the Ticket from Expo or from the relevant Authorised Reseller.

Website means the website communicated by Expo and to be inserted in this.

2. TICKETS

2.1 The possession and the presentation of a valid and appropriate Ticket is a mandatory condition to enter the Exposition. Children who, on the day of the visit to the Exposition, have not reached the age of four years ("Children") will be granted free access to the Exposition, provided that they are accompanied by adults holding a regular Calendar Ticket (Fixed Date Ticket) or an Open Date Ticket, which may be

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redeemed in accordance with the Redeem Process. Free Tickets for Children should be requested from the Exposition ticket office on-site (even though at zero cost) on the day of the Exposition visit. Access to the Exposition will not be granted to Children without Tickets.

2.2 The Ticket is valid only if purchased from Expo or from one of the Authorised Resellers as indicated on the list published on the Official Website www.expo2015.org. To enter and remain within the Universal Exhibition, the Ticket Holder must have purchased the ticket directly from the Expo or by a person authorized to resell the tickets. If Tickets are purchased from third parties, or if the Ticket is lost, stolen, counterfeited, not readable, copied or obtained in violation of these Ticket Terms and Conditions (available at the following link: <https://tickets.expo2015.org/Content/TermsAndConditions.pdf>), the Ticket Holder will not be authorized to enter the Exposition or may be asked to leave the Exposition.

2.3 For the reasons set out in article 2.2, a Ticket cannot be sold for profit, or exchanged with another Ticket or sold, transferred, or delivered for commercial, advertising or promotional objectives (such as prizes for competitions, etc.) without prior written consent from Expo.

2.4 The Ticket Holder should investigate on the Website or through the Expo Call Centre as to the exact opening time of gates and the times suggested by Expo for entry, as well as to possible variations of the date, time or other elements relating to the opening times of the Exposition.

2.5 For reasons of access flow constraints, venue capacity limitations and local law authority enforcement obligations, the Ticket Holder of an Open Date Ticket should redeem the Ticket through the Redeem Process (i.e. indicate the date when he/she intends to attend the Exposition) available on the Website or through the Expo Call Centre, at least one day before the date of the visit. In any case, a positive completion of the Redeem Process shall be subject to venue capacity limitations and access flow constraints imposed by the relevant public authorities. Once the Redeem Process is completed, the date may not be changed. Should the Ticket Holder fail to redeem its Open Date Ticket in accordance with article 2.5 above, Expo does not guarantee it will grant access to the Exposition.

2.6 For the avoidance of doubts, on a given day only Calendar Tickets for that specific day and Open Tickets redeemed with the indication of that specific date in accordance with this clause 2 will be guaranteed access. Access for Ticket Holders of Open Date Tickets which have not been redeemed according to the Redeem Process will be allowed on a space available basis at Expo's sole discretion subject to access flow constraints, venue capacity limitations and local law authority enforcement obligations.

3. PRICE OF THE TICKETS – TICKET COLLECTION

3.1 The price of the Tickets is the Face Amount indicated on the Ticket itself, inclusive of possible commission to the Authorised Reseller (if any). All the prices are including V.A.T.

3.2 Tickets may be issued to the Ticket Purchaser in different forms, according to the sale channel chosen by the same Ticket Purchaser. Tickets may be issued:

- (i) on printed Expo ticket stock;
- (ii) electronically (email with QR-code);
- (iii) on a RFID coded card or gadget;
- (iv) via smartphone based NFC technology.

Expo and the Authorised Resellers will provide specific instructions for any specific method of issuance.

4. CANCELLATIONS – RETURNS

4.1 The Ticket Holder takes note that, as the Ticket guarantees the supply of products and services related to leisure provided by Expo at a later date or in a specific period of performance, the right of withdrawal does not apply pursuant to art. 55, paragraph 1, letter. b) of the Legislative Decree October 6, 2005 number 206 (the so-called "Consumer Code").

4.2 Adverse weather conditions, security or public order reasons or other organizational or technical factors beyond the reasonable control of Expo may force Expo to modify the dates, the time, or the

events to be held during the Exposition. The responsibility of Expo is excluded in the presence of such situations.

4.3 Expo shall not be obliged to replace a lost, deteriorated, damaged, destroyed, stolen or illegible Ticket.

4.4 Expo shall not reimburse the price paid for any Ticket if Ticket Holder decides not to attend the Exposition.

5. REGULATIONS ABOUT ACCESS AND STAY IN THE EXPOSITION

5.1 The Ticket Holder is required to comply with the Regulations posted at the entrance and inside the Exposition and on the Website, and is required to comply with the Directives that Expo may deem necessary and communicate for technical or organizational reasons.

5.2 The Ticket Holder is required to pay the maximum attention and exert the maximum prudence in the Exposition for its own safety and for the safety of any children accompanying the Ticket Holder and to comply with the warnings and the norms of behavior published in or in the proximity of the Exposition. Expo shall not be responsible for the consequences of imprudent or negligent behaviors.

5.3 The Ticket Holder is advised that there is no storage area, nor lockers available at the Exposition.

5.4 It is forbidden to carry any objects into the Exposition that may cause damage to persons and/or things, or cause disturbance to the regular and orderly execution of the Exposition or any event to be held inside the Exposition site, if considered as such by Expo at its sole discretion, including, for example: weapons, explosives, chemical or detonation instruments, tear gas, smoke bombs, knives, drugs and other illegal substances, fireworks, firecrackers, poles, flagpoles, large sticks, sharp or blunt instruments, smelling or dirtying food, motorcycles, bicycles, roller-skates, skateboards, or other types of skates, electronic transmitting equipment (smartphones will be allowed), flags exceeding 2 x 1 meters in size, banners (exceeding 1 x 1 meters in size, smaller banners only if not attached to any metal or wooden support), horns, laser or disturbing instruments, objects bearing trademarks or other kinds of en-masse promotional signs (hats, T-shirts, bags, etc.) which can be perceived as ambush marketing, counterfeited Expo or Expo sponsors' products, notices, brochures or unauthorized publications, balls, rackets, frisbees or similar objects, large quantities of coins, lighters, musical instruments, advertising or promotional material of any kind, printed matter bearing religious, political or offensive content or content contrary to the public order and/or morality, bottles, cans or other containers made of glass or other material, flasks, thermoses, refrigerators, ice cube containers, and in general any type of material that Expo may deem dangerous or that may cause damage. Furthermore, animals (except guide-dogs for visually impaired persons or other dogs required as companions for specific medical reasons), and large objects such as suitcases, bags and folding chairs.

In addition, liquids including water, all drinks, lotions, oils, sprays and gels may be carried only in small quantities (in containers no greater than 100 ml). Essential medicines are permitted in larger quantities above the 100ml limit, subject to authorization. Exceptions to the 100ml rule may also be made for those carrying baby food and beverage, upon Expo's personnel authorization.

5.5 Within the Exposition any type of behavior is forbidden that may create a dangerous situation and/or put at risk the Ticket Holder's own and/or others' personal security and/or go against public order and/or morality and/or bother in any way the orderly execution of the Exposition according to Expo, including example: smoking outside designated areas, gambling, unauthorized money collection, individual or group promotional advertising, religious or political activity (for instance: a group of spectators next to each other in a way displaying, by any means or in whatever way, a trademark, promotional, advertising, political or religious messages), any activity related to marketing/advertising, activity or protest related to unions, political or religious subjects, sale of goods by unauthorized individuals or in unauthorized places (booths, mobile fast food restaurants, refreshment areas, etc.), unauthorized Ticket sales, unauthorized transmissions and/or recording through mobile telephones or other instruments (video cameras, tape recorders, etc.) for commercial purposes, entry of unauthorized journalists/reporters with taping or recording equipment and/or video cameras, photography, attempting to access restricted areas, requesting money or other goods without authorization (for example,

musicians or singers at the entrance or in the Exposition, beggars, ticket touts for any event), distracting the spectators' attention from the Exposition and any other activity that Expo deems dangerous or inappropriate.

5.6 The Ticket Holder consents, as a mandatory condition for access to the Exposition, to a security inspection before and during the entry to the Exposition. The security checks may include a limited (body) search, and inspection of baggage or other objects owned and carried by the Ticket Holder.

5.7 To enter and remain in the Exposition, the Ticket Holder shall expressly comply with the following provisions:

- a. the Ticket Holder accepts and shall comply with these Ticket Terms and Conditions;
- b. the Ticket Holder agrees to security inspections to be performed on him/her and/or on his/her clothing, baggage, containers, etc., abiding by the aforesaid provisions of these Ticket Terms and Conditions;
- c. the Ticket Holder must not disturb the tranquility and/or safety of others within the Exposition;
- d. the Ticket Holder's Ticket must not be lost, missing, stolen, counterfeited, damaged or illegible;
- e. the Ticket Holder's Ticket has not been purchased from an unauthorized person or entity;
- f. the Ticket Holder must not interrupt or disturb or attempt to interrupt or disturb the normal carrying out of the activities within the Exposition;
- g. Expo must not have any sustainable reasons to suspect any of the above.

5.8 The Ticket Holder shall not have the right to any substitution or refund of the Ticket if, for reasons provided in these Ticket Terms and Conditions, he/she cannot enter the Exposition or is asked to leave it.

5.9 Expo will not store confiscated and/or unauthorized material at the Exposition.

5.10 Entry to the Exposition will be authorized exclusively upon presentation of a Ticket (including children under 4 years of age who are required to have a Ticket). Upon request of the Expo staff, the Ticket Holder must show proof of his/her identity and age with appropriate documents. The Ticket Holder who leaves the Exposition or is asked to leave the Exposition by Expo shall not be allowed to enter the same Exposition again.

5.11 Children less than 14 years old must be accompanied by an adult (at least 18 years old).

6. FILMS, PHOTOGRAPHS AND RECORDINGS

6.1 The Ticket Holder consents to be photographed, filmed or taped by Expo or by third parties appointed by the latter within the footage of the Exposition. Expo or third parties appointed by Expo shall have the right to broadcast, publish, license and use any photographs, film, recordings or images of the Exposition which contain the Ticket Holder without any compensation. Expo, the appointed third parties and anyone acquiring from them the right to use the material are not liable to the Ticket Holder for any use Authorised by the applicable law.

6.2 Images, video and sound recordings of the Exposition taken by the Ticket Holder with a camera, video camera or audio equipment cannot be used for any purpose other than for private and domestic purposes whereby the Ticket Holder may not sell, license, broadcast, publish, or otherwise commercially exploit them.

7. TRANSPORT

Expo will supply information regarding the timetables of public transport, but it shall not be considered responsible for any possible inefficiency due to public transport. the Ticket Holder shall thus be the solely responsible to refer to the timetables of the public transport in order to plan travel to reach the Exposition in time.

8. PERSONAL DATA PROTECTION

Expo will keep all personal data provided by the Ticket Purchaser and by the Ticket Holder, including those provided at the moment the Exposition is accessed, absolutely confidential. Such data will be handled by Expo abiding by the Legislative Decree No. 196/2003 and according to any permissions granted for data sharing with partners at the time when Tickets are purchased or granted with the Website customer profile settings. The full privacy notice is accessible on the Website.

9. GENERAL

9.1 Any integrations and/or amendments to these Ticket Terms and Conditions are not valid if not signed by Expo's legal representative. These Ticket Terms and Conditions and the provisions set forth on the Website represent the only agreement in force between the Parties.

9.3 This Agreement shall be governed by and interpreted in accordance with the laws of Italy. The Italian Courts shall have exclusive jurisdiction over any and all disputes arising from or connected with these Ticket Terms and Conditions.

9.4 The Ticket, as a document to access the Exposition for a specific date, is valid if the Ticket Holder accepts these Ticket Terms and Conditions without any exception.

9.5 The Ticket Holder shall verify the accuracy of their own data contained in the Ticket purchase request form and/or on the Tickets and shall inform Expo promptly of any mistake.