

SWAM EXHIBITION SPONSOR WEBSITE TRANSACTION TERMS AND CONDITIONS

These Sponsor Website Transaction Terms and Conditions ("Terms") govern the registration, reservation, purchase, and payment process for Sponsors participating in SWAM Exhibition through the official SWAM Exhibition website outside the SWAM Launching Event period, organized by PT Perdesti Global Medicom ("Organizer").

By registering, placing an order, making a reservation, or completing a transaction through the official SWAM Exhibition website, the Sponsor acknowledges that it has read, understood, and agrees to be bound by these Terms.

1. Scope

These Terms apply to all Sponsors conducting transactions through the official SWAM Exhibition website outside the SWAM Launching Event, including:

- Website registration and account creation;
- Booth reservations;
- Booth quantity selection;
- Booth location selection;
- Participant registrations;
- Webinar and speaking time bookings;
- Add-on product purchases;
- Additional sponsorship product purchases; and
- Payment and invoicing obligations.

These Terms shall form an integral part of:

- Sponsorship Terms and Conditions;
- Event Participation Form (EPF/FKA);
- Exhibitor Rules and Regulations;
- Sponsorship Proposal;
- Invoices;
- Proforma Invoices; and
- All written confirmations issued by the Organizer.

In the event of any inconsistency, the latest written confirmation or specific commercial agreement issued by the Organizer shall prevail, unless otherwise stated.

2. Official Platform

All registrations, reservations, product selections, booth selections, and payments shall be conducted exclusively through the official SWAM Exhibition website or other payment destination officially designated by the Organizer.

The Organizer shall not be responsible for any reservation, payment, or transaction conducted through unauthorized channels.

System-generated records, including order history, reservation records, payment records, and confirmation records, shall constitute the official reference for the transaction.

3. Sponsor Registration and Account

Sponsors must create and maintain an account through the official SWAM Exhibition website before conducting a transaction.

Each Sponsor shall:

- Provide complete and accurate company information;
- Provide valid contact information;
- Designate authorized representatives;
- Maintain the confidentiality of account credentials;
- Ensure that only authorized representatives use the account; and

- Be responsible for all transactions conducted through its registered account.

The Sponsor shall immediately notify the Organizer if it becomes aware of unauthorized access or use of its account.

4. Product and Booth Availability

All booths, sponsorship packages, participant allocations, webinar packages, speaking time, and add-on products are subject to availability.

Availability displayed on the website may change at any time due to transactions made by other Sponsors.

The Organizer does not guarantee the availability of:

- Any specific booth location;
- Any specific booth category;
- A particular sponsorship package;
- Webinar or speaking time;
- Participant allocation; or
- Add-on products

until the Sponsor's order has been successfully completed and officially confirmed.

5. Booth Reservation Process

Sponsors participating through the normal website transaction process may select available booths directly through the official website.

The normal reservation process shall generally consist of:

1. Sponsor logs into the registered account;
2. Sponsor selects the applicable event;
3. Sponsor selects the desired booth quantity;
4. Sponsor selects an available booth location;
5. Sponsor selects any additional products or services;
6. Sponsor reviews the order summary;
7. Sponsor proceeds to checkout;
8. The system generates the applicable invoice or Proforma Invoice; and
9. Sponsor completes the required payment.

Booth selection shall be based on the availability displayed by the system at the time of transaction.

6. Reservation and Order Confirmation

A Sponsor's selection of a booth or product through the website does not automatically constitute final confirmation.

A reservation shall become binding only after:

- The required payment has been successfully received;
- The transaction has been verified by the Organizer and/or system; and
- Official confirmation has been issued.

The Organizer reserves the right to correct administrative, pricing, inventory, or system errors before final confirmation.

7. Temporary Reservation

Where applicable, the website may temporarily hold selected booths or products for a limited period during the checkout process. The applicable reservation period shall be determined by the system or stated by the Organizer.

If the Sponsor fails to complete the required payment within the applicable reservation period:

- The temporary reservation may automatically expire;
- The selected booth or product may be released;

- The booth or product may become available to other Sponsors; and
- The Organizer shall not be responsible for any loss of availability resulting from the expiration.

A temporary reservation shall not be interpreted as a confirmed reservation.

8. Booth Quantity

Sponsors shall select the number of booths required through the website based on their actual requirements. Any booth quantity displayed or selected shall be subject to availability and applicable pricing.

The Sponsor may request an increase or reduction in booth quantity before final confirmation, subject to:

- Remaining availability;
- Applicable pricing;
- Existing contractual obligations;
- Payment status; and
- Approval by the Organizer where required.

Once a reservation has been officially confirmed, any reduction or cancellation may be subject to the applicable cancellation and penalty provisions.

9. Pricing

All prices displayed on the official SWAM Exhibition website shall be subject to the applicable event, sponsorship category, currency, taxes, and commercial terms specified by the Organizer.

The Organizer reserves the right to:

- Update pricing;
- Correct pricing errors;
- Introduce promotional pricing;
- Withdraw promotional pricing; or
- Modify product availability

at any time before the Sponsor completes the applicable transaction.

The price applicable to a completed and officially confirmed transaction shall be based on the applicable price displayed or communicated by the Organizer at the time of confirmation.

10. Booth and Speaking Time Payment Terms

All payments shall be processed exclusively through the Organizer's official website. Separate transaction destinations may be generated for different events or product categories. For booth and speaking time reservations made during the Launching Event, payment shall follow the structure below:

10.1 Down Payment

Once sponsors have selected the booth location within the right number of booths, sponsors are required to complete the twenty-five percent (25%) down payment.

Once the twenty-five percent (25%) deposit payment has been successfully completed:

- The booth quantity and location shall be considered confirmed and locked;
- The Sponsor shall be responsible for the confirmed reservation;
- Any cancellation, reduction, or withdrawal shall be subject to the applicable penalty provisions under these Terms.

10.2 Second Payment

The next payment:

Twenty-five percent (25%) balance payment

shall be completed no later than thirty (90) calendar days before the Event (D-90).

10.3 Final Payment

The remaining:

Fifty percent (50%) balance payment

shall be completed no later than thirty (30) calendar days before the Event (D-30).

Failure to complete payment within the applicable deadline may result in actions taken by the Organizer according to the Sponsorship Terms and Conditions.

11. Cancellation and Reduction Penalty

After the Sponsor has completed the initial twenty-five percent (25%) down payment:

Any request for:

- Cancellation of booth reservation;
- Withdrawal from participation;
- Reduction of confirmed booth quantity; or
- Modification resulting in reduced reservation value

shall be subject to a penalty amounting to:

Twenty-five percent (25%) of the total reservation value.

The applicable period shall commence from the checkout date and remain valid for a maximum period of ninety (90) days following the event date. Upon expiration of the ninety (90)-day period, the Organizer reserves the right to deduct any applicable penalty from the third payment, which represents fifty percent (50%) of the total amount due. Any remaining balance, if applicable, shall be settled in accordance with the Organizer's prevailing payment policy.

12. Participant, Webinar, and Add-on Payment Terms

Payments for:

- Participant registrations;
- Webinar packages;
- Add-on products; and
- Additional sponsorship products

shall also be processed through the official website. Separate transaction destinations may be generated for each event. Unless otherwise stated by the Organizer, full payment for these products shall be completed during the checkout phase when the order is placed.

12. Invoice and Proforma Invoice

Following a successful order or reservation, the system and/or Organizer may issue:

- Proforma Invoice;
- Invoice;
- Order Confirmation; and/or
- Payment Confirmation.

The Sponsor shall review all documents carefully and immediately notify the Organizer of any discrepancy.

Any discrepancy that is not reported within a reasonable period may be deemed accepted, subject to applicable law and the Organizer's policies.

13. No Launching Event Priority

Transactions conducted under these Terms are not entitled to any Launching Event selection priority.

Sponsors participating through the normal website transaction process acknowledge that:

- Launching Event reservations have been completed;
- Certain booths or products may no longer be available;

- Previously reserved locations shall not be displaced;
- Selection shall be based on remaining availability; and
- The Organizer does not guarantee any specific booth location or sponsorship package.

14. System Availability

The Organizer will use commercially reasonable efforts to maintain the availability of the official SWAM Exhibition website.

However, the Organizer does not guarantee that the website will operate without:

- Interruption;
- Delay;
- Maintenance;
- Technical errors;
- Internet disruption;
- Payment gateway disruption; or
- Circumstances beyond the Organizer's reasonable control.

Where reasonably necessary, the Organizer may suspend, modify, or temporarily restrict transactions to maintain system security, accuracy, and operational integrity.

15. Sponsor Responsibility

Sponsors are responsible for:

- Providing accurate information;
- Maintaining account security;
- Reviewing order details before payment;
- Ensuring sufficient internet connectivity;
- Ensuring payment information is correct;
- Completing payment before applicable deadlines; and
- Maintaining records of all transaction documents.

The Organizer shall not be responsible for errors resulting from incorrect information, unauthorized account use, Sponsor-side technical issues, or failure to comply with the applicable transaction procedure.

16. Organizer's Rights

The Organizer reserves the right to:

- Modify product availability;
- Modify pricing before transaction confirmation;
- Correct system or administrative errors;
- Verify Sponsor information;
- Reject incomplete or invalid transactions;
- Suspend or cancel transactions that violate these Terms;
- Modify website procedures;
- Temporarily suspend transactions for technical or operational reasons; and
- Take reasonable actions necessary to maintain fairness, security, and operational integrity.

The Organizer's decisions concerning system errors, availability, and transaction verification shall be final, subject to applicable law.

17. Limitation of Liability

To the fullest extent permitted by applicable law, the Organizer shall not be liable for indirect, incidental, consequential, special, or business losses arising from:

- Internet connectivity issues;
- Sponsor hardware or software failures;

- Payment gateway disruptions;
- Temporary website interruptions;
- Expired temporary reservations;
- Sponsor errors during checkout;
- Incorrect information submitted by the Sponsor;
- Unauthorized use of Sponsor accounts; or
- Force majeure events.

The Organizer's total liability, where legally applicable, shall not exceed the amount actually paid by the Sponsor for the affected transaction.

18. Force Majeure

The Organizer shall not be liable for any delay, interruption, postponement, cancellation, or failure to perform its obligations resulting from circumstances beyond its reasonable control, including but not limited to:

- Natural disasters;
- Epidemics or pandemics;
- Government actions;
- Venue restrictions;
- Labor disputes;
- Cyberattacks;
- Internet outages;
- Payment system failures; or
- Other force majeure events.

The Organizer shall take reasonable steps to notify affected Sponsors and determine appropriate operational measures.

19. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Republic of Indonesia.

Any dispute arising from these Terms shall first be resolved through good-faith negotiation between the Sponsor and the Organizer.

If no settlement is reached, the Parties irrevocably submit to the exclusive jurisdiction of the District Court of Surabaya (Pengadilan Negeri Surabaya), unless otherwise agreed in writing.

20. Language

These Terms may be prepared in both Indonesian and English.

In the event of any inconsistency or difference in interpretation between the Indonesian and English versions, the Indonesian version shall prevail.

21. Acceptance

By registering, placing an order, making a reservation, or completing a transaction through the official SWAM Exhibition website, the Sponsor confirms that it has:

- Read and understood these Terms;
- Accepted the normal website transaction procedure;
- Accepted the applicable pricing and payment obligations;
- Accepted the availability and reservation rules;
- Accepted the applicable cancellation and modification provisions; and
- Agreed to be legally bound by these Terms.

The Sponsor's continued use of the official SWAM Exhibition website and completion of any transaction shall constitute acceptance of these Terms.