

## **Veritas Ambassador Private Club Terms**

### Article 1 General

1.1 These General Terms and Conditions apply to the Veritas Veritas Ambassador Private Club executed by the private limited company Klopercom and/or its subsidiaries if any, hereinafter called: "KPLCM" through the Participating Brands and partners. These General Terms and Conditions shall govern and form an integral part of all agreements concerning Veritas Ambassador Private Club and of all offers of KPLCM.

1.2 The Veritas Ambassador Private Club (hereinafter called: "Veritas Ambassador Private Club") rewards members who used KPLCM services and/or products and tightens the relationship between the members and KPLCM partners and endeavors to create loyalty to the brands KPLCM & partners.

1.3 The Participating partners in the Veritas Ambassador Private Club are providers of services or products (hereinafter called: "Participating Partners"). KPLCM will announce every new Participating Partner

1.4 All announcements will be made at the website of KPLCM's Veritas Ambassador Private Club located at [www.klopercom.com](http://www.klopercom.com) hereinafter referred to as the "Veritas Ambassador Private Club Website"). Communication will be in English.

1.5 These General Terms and Conditions supersede and replace all previous terms and conditions and can be changed at the sole and absolute discretion of KPLCM.

### Article 2 Veritas Ambassador Private Club Membership

2.1 Only individuals of 18 years and older may register as Veritas Ambassador Private Club members and each individual may maintain only one membership. A Veritas Ambassador Private Club membership and its benefits are proposed at the sole discretion of KPLCM at fixed price per year.

2.2 To apply for a Veritas Ambassador Private Club membership number the applicant will have to fill in all mandatory fields of the online membership form at the Veritas Ambassador Private Club website and to pay annual membership fees. Members, who do not have a Veritas products/services or who do not be invited by an existing member or who do not benefit of a special offer and without a verified address, will not be accepted. After membership payment, the new Veritas Ambassador Private Club member will receive an e-mail confirming the membership. From that point on an individual becomes eligible to earn Ambassador points.

2.3 Each Veritas Ambassador Private Club member is responsible for the accuracy of his/her personal data. If changes in names, addresses etc. occur a Veritas Ambassador Private Club member is obliged to inform KPLCM.

2.4 Each Veritas Ambassador Private Club member will be provided with a user identification and a password to gain access to a restricted part of the Veritas Ambassador Private Club Website. The content of this restricted area is confidential and is provided only to this Veritas Ambassador Private Club member for his/her personal use only. Veritas Ambassador Private Club members cannot derive any rights from the information given on the Veritas Ambassador Private Club Website.

2.5 There is one level of Veritas Ambassador Private Club membership. KPLCM is entitled to remove or to add new or modified levels or sublevels of Veritas Ambassador Private Club membership or to grant special benefits without notice.

2.6 Acquired membership and Ambassador points remain property of KPLCM. They are for the Veritas Ambassador Private Club members benefit only and may not be transferred to anyone. Lost membership cards (if any) should be reported by the respective member at the Veritas Ambassador Private Club Website. Requests for a replacement

membership card (if any) should be made by the respective Veritas Ambassador Private Club member at the Veritas Ambassador Private Club Website.

2.7 The Veritas Ambassador Private Club member is responsible for registering his/her bookings him/herself on a restricted part of the Veritas Ambassador Private Club Website, which can be accessed via a personal user identification and password. Veritas Ambassador Private Club administration and partners are not obliged to arrange registration of forgotten bookings at any time.

2.8 Employees of KLPCM and their subsidiaries are ineligible to participate in the Ambassador Club. Same applies to the employees of any other participating partner.

2.9 To invite a person to become a member of the Ambassador Private Club the following all conditions must be validated: The sponsor must be a Veritas customer for more than 6 months, and The sponsor must have made at least one purchase Veritas product/services, and The sponsor must not have been the subject of a dispute, and The sponsor must know the person invited and attest to his good character, and The sponsor can send up to 10 invitations per calendar month.

2.10 by registering to the Ambassador Private Club, the member accepts that most communications with KLPCM and its partners will take place electronically

2.10 KLPCM screens registration applications and reserves itself the right to reject a registration without stating the reasons.

#### 2.11. Members Area

1. KLPCM shall provide Members the access to use the Members Area for the purpose of bookings, interactively publishing, sharing, developing and creating knowledge.
2. Depending on their specific type, member contributions shall be automatically published in the Members Area only, or in part or fully in the Public Area too. Automatic notifications are also emailed to the corresponding circle of Members and placed in their designated notification page.
3. It is the responsibility of the Members to make sure that they do not include any confidential data in member contributions that are automatically published in the Public Area. KLPCM shall not be liable for any consequences arising from the publication in the Public Area of confidential data consecutive to the submission by a Member of a member contribution.
4. Types of member contributions that are automatically published in the Public Area include but are not limited to: Articles, comments to Articles, Blogs, comments to Blogs, Events. In the Public Area, data allowing identification of the various contributors (such as names, email addresses,...) are not disclosed at the exception of the names of Author(s) and Editors, if any, in Articles and Blogs. In the Public Area, names of the commenters of Articles are not disclosed and are replaced by substitutes reflecting the commenters' role with respect to the Article: "A Member", "An Expert Member", "An Author", "The Editor". Members submitting Events are responsible for not including any personal data in the Event description.
5. The Members Area offers various types of accesses to various areas, depending on the Member's profile and functions (e.g. as an Editor, a Jury member, a Member of the Board of Directors, an Administrator). It is the responsibility of the Member to respect the confidentiality of the data he/she has access to in the various areas of the Website.
6. In the Members Area, the names of Authors, Editors, Commenters, if any, are disclosed. Reviewers can opt to remain anonymous in Review Reports. In the case of Manuscript Invitations or Ideas, Members signing up will see each other's email addresses as well as that of the Author, so that they can enter in contact to collaborate.

7. Members shall alone be responsible for ensuring that their contributions (text and other material) are aligned with the purpose set forth in this Article and in no way breach these Terms. Members shall be responsible for ensuring that their content is legal and that they are entitled to publish such content and make it available to third parties. KLPCM hereby declines all liability for such content.
8. KLPCM is not bound to monitor and check content added by members to ensure that no unlawful content and/or content contrary to these Terms appears on the Website, but reserves the right to do so. KLPCM further reserves the right to delete such content without notice, if it discovers, or is informed by third parties, or suspicion exists, that such content breaches applicable law and/or the provisions of these Terms.
9. All intellectual rights pertaining to the Website, its software, design, contents (text, pictures, videos and other material), news, updates, notifications as well as all email notifications sent by it are ruled by KLPCM's Copyrights. KLPCM's Copyrights are part of these Terms. By using this Website, Users indicate that they accept and comply with it.
10. In particular, the Members Area offers access to contents with reserved copyrights. These contents may not be copied, transformed or distributed without the prior written consent of the author(s).
11. In the Members Area, Members of KLPCM are granted access to unpublished Manuscripts, forums, personal profiles and other types of information. All such data are of a confidential nature and are to be held undisclosed outside of the designated (possibly restricted) circle of Members.
12. Data from the Members Area (text or other material) may not be disclosed or used outside the designated (possibly restricted) circle of Members of KLPCM without prior agreement from the author(s) of the data and in accordance with KLPCM's Copyrights.
13. KLPCM cannot be made liable for the disclosure, or its consequences, by any Member of any confidential data (text or other material) submitted to the Website.
14. By registering as a Member, Users indicate that they are responsible for the non-disclosure of the data made available to them in the Members Area and that they will report any event of breach to this Non-Disclosure Agreement Article to KLPCM.

## 2.12 Rules of Conduct

1. All contents/messages submitted to KLPCM shall adhere to basic rules of conduct. An appropriate tone and relevance of the content are required. It is in particular prohibited to submit content which:
  - is openly offensive and fosters or incites racism, bigotry, hatred or physical violence of any kind against groups or individuals or force of any kind against property;
  - is offensive, threatening, obscene, disrespectful, indecent, defamatory or libelous or causes harassment in another way or supports such undesirable forms of behavior;
  - encourages sexual or violent exploitation of persons;
  - comprises nudity, violence or indecent images;
  - publishes information which poses a risk to the protection of personal data or security;
  - contains or endorses information which, to the best of the member's knowledge, is false or misleading;
  - infringes intangible property rights (to trademarks, designs, patents or copyright), especially which constitutes or promotes illegal or unauthorized copies of copyright works of other persons, e.g. pirated copies of computer programs or links to them, information on defeating copy protection set up by manufacturers and pirated copies of music or links to pirated copies of music files;
  - entails sending junk mails, chain letters or unsolicited mass mailings, SMS, spinning or spamming;

- has restricted, password-only access or contains hidden pages or images;
- promotes or supports unlawful acts or plans or contains instructions on illegal acts, e.g. making or buying illegal weapons, breach of privacy or the supply or development of computer viruses;
- requires other users to disclose passwords or personal particulars for commercial or illegal purposes, or is designed to do so;
- contains commercial activities;
- contains photographs or videos of other people, which have been published without the consent of those people;
- infringes, or attempts to infringe, in particular privacy laws, contract law or the rights of third parties;
- contains website links which are prohibited under this Article.

### Article 3 Membership discontinuation

3.1 A membership account may be closed at the sole discretion of KPLCM if no Ambassador points are accrued during a twenty-four (24) month period. All Ambassador points in the account will be forfeited at that time.

3.2 The Veritas Ambassador Private Club member may terminate his/her Veritas Ambassador Private Club membership at any moment in time on the Veritas Ambassador Private Club Website. The Ambassador points remaining in the account will be forfeited.

3.3 In the case of fraud or abuse involving Veritas Ambassador Private Club membership, reward use, or other partner, KPLCM has the right to take appropriate administrative and/or legal action and all Ambassador points earned through Veritas Ambassador Private Club will be forfeited, the Veritas Ambassador Private Club membership will be terminated and the account closed.

3.4 The Veritas Ambassador Private Club membership, including any reward certificates or any voucher that may have been issued to a Veritas Ambassador Private Club member, may be revoked or suspended at KPLCM's sole discretion if a booking of a Veritas Ambassador Private Club member is not settled at Participating Partners.

### Article 4 Ambassador Points (when apply)

4.1 A Veritas Ambassador Private Club member is eligible to receive Ambassador points for bookings at a Participating Partners.

4.2 Ambassador points cannot be changed into points for other loyalty programmes or the other way around, this with the exception of article 7.1.

4.3 Ambassador points will not be given nor will rewards be honored at any subsidiary or affiliate of KPLCM., unless otherwise advertised. If a partner ceases to be a Participating Partners all bookings subsequent to such date will not be eligible to earn Ambassador points regardless of when the reservation was made.

4.4 Ambassador points are awarded on all rates and through all channels of distribution with the exception of traditional wholesale rates, Internet wholesale rates, airline employee rates, travel agency employee rates, coupons & vouchers, group rates, bookings on 3rd party Internet sites, leisure package rates and long stay rates unless otherwise advertised.

4.5 Ambassador points will not be earned for a booking made prior to the date the member's application was processed as shown in the records of KPLCM. No retroactive credit will be given.

4.6 No other person except the Veritas Ambassador Private Club member may earn Ambassador points for his/her account. Ambassador points earned for a booking claimed by two Veritas Ambassador Private Club members will only be awarded to one of them.

4.7 KPLCM is free to determine the amount of Ambassador points given for each euro or other currency spent. The amounts will be shown at the Veritas Ambassador Private Club Website. The amounts can be changed at the sole and absolute discretion of KPLCM and can vary for each level of Veritas Ambassador Private Club membership. KPLCM is furthermore free to reward Veritas Ambassador Private Club members incidentally with (extra) Ambassador points.

4.8 Ambassador points can be redeemed for e-vouchers, gift-wrapped vouchers, frequent flyer miles and gifts within a certain period. The validity of the Ambassador points will be shown at the Veritas Ambassador Private Club Website.

4.9 All Ambassador points have to be registered through the point registration tool on member area. Bookings claimed by other means like by telephone call, fax or letter cannot be taken into account. Ambassador points are awarded for bookings that have been registered within 3 months after the bookings

4.10 The Veritas Ambassador Private Club administration reserves the right to take up to 3 weeks for processing a point claim (due to the verification of the claim at the relevant partner).

4.11 KPLCM reserves the right to debit the account of any member who has acquired points unduly.

#### Article 5 Other Benefits

5.1 In addition to Ambassador points other benefits will be available. These benefits can vary per level or sublevel of Veritas Ambassador Private Club membership and will be shown at the Veritas Ambassador Private Club Website. Benefits can be changed or rewarded, individually or collectively, at the discretion of KPLCM.

#### Article 6 Redeem Ambassador Points

6.1 Veritas Ambassador Private Club members may redeem Ambassador points for free services/products at the Participating Partners, for vouchers or gift-wrapped vouchers to be used in the Participating Partners and for buying products via the web shop on the Veritas Ambassador Private Club Website. The rate of exchange will be determined by KPLCM and will be shown at the Veritas Ambassador Private Club Website. The rate of exchange can be changed at the sole and absolute discretion of KPLCM.

6.2 Ordered awards are non-refundable and points used towards the awards will not be credited back to the account.

6.3 Lost, stolen or expired Awards will not be refunded, replaced or extended.

#### Article 7 Frequent flyer miles

7.1 Veritas Ambassador Private Club members may furthermore redeem Ambassador points for frequent flyer miles with any participating frequent flyer programme. If any, these participating frequent flyer programmes are mentioned at the Veritas Ambassador Private Club Website and can be subject to alteration. Once redemption for frequent flyer miles has been requested the respective participating frequent flyer programme will be notified and the miles will be transferred to the members frequent flyer account, according to the policies of the participating frequent flyer programme partner. Once this request has been filed, the Ambassador points will be deducted from the Veritas Ambassador Private Club member's balance of points. This transaction cannot be undone. The rate of exchange will be determined by KPLCM and will be shown at the Veritas Ambassador Private Club Website. The rate of exchange can be changed at the sole and absolute discretion of KPLCM.

7.2 The terms and conditions of the frequent flyer programmes apply to the redemption and distribution of the miles earned through Ambassador Club.

#### Article 8 Reward certificate / reservation confirmation

8.1 Ambassador points can be redeemed for a voucher to be used in a Participating Partner and for buying products as mentioned in article 6. Virtual Vouchers are available on the Veritas Ambassador Private Club Website and need to be printed by the Veritas Ambassador Private Club member. Each voucher will carry a unique barcode. Vouchers will represent a certain monetary value (in euro or in local currency), which can be spent at the Participating Partners towards the bill of the services/products. Virtual Vouchers are neither replaceable nor redeemable for cash. Unless special note, virtual Vouchers are valid for one year after the date of issue. Unless special note, Virtual Vouchers are transferable.

8.2 Ambassador points can also be redeemed for gift-wrapped vouchers to be used at partners and for buying products as mentioned in article 6. The gift-wrapped vouchers will be sent to the known address of Ambassador members only. Each giftwrapped voucher will represent a monetary value (in euro or in local currency) to spend in the Participating Partners towards the bill of the product/service. Gift-wrapped vouchers are neither replaceable nor redeemable for cash. They are however transferable. Unless special note, Giftwrapped vouchers are valid for one year after the date of issue.

#### Article 9 Privacy statement

9.1 KPLCM complies with the laws of the Cyprus and endeavors to protect all personal data of its Veritas Ambassador Private Club members according to the standards set by the European Community. KPLCM will transfer only the strict minimum of data (which will include Veritas Ambassador Private Club member's name, nationality, company name and the dates of registered bookings at the participating Partner in such a country) required to fulfill its obligations under this agreement. The Veritas Ambassador Private Club member acknowledges this necessity and agrees to this transfer of his personal data explicitly when entering into the agreement. All electronic transfer of personal data will be by means of secured lines.

9.2 In order to keep the Veritas Ambassador Private Club member apprised of his/her Veritas Ambassador Private Club membership state of account, KPLCM will send the Veritas Ambassador Private Club member information on the Veritas Ambassador Private Club programme such as but not limited to periodic statements of the members account, information necessary for administration purposes, marketing materials from KPLCM which will inform the Veritas Ambassador Private Club member of special offers and products that KPLCM believes to be of interest to the Veritas Ambassador Private Club member and marketing material from third parties that have a strategic marketing relationship with Ambassador Club. As a participant in Veritas Ambassador Private Club the Veritas Ambassador Private Club member has consented to receive all of the types of information described above. However, the Veritas Ambassador Private Club member may at any time revoke his consent and 'opt out' of such mailings and direct marketing activities.

#### Article 10 Liability

10.1 KPLCM hereby disclaims all liability for the Website, in particular for content displayed thereon and communications passed via it. KPLCM shall likewise not be liable for any losses arising from impossibility of use of the Website. Such disclaimer shall also apply to interruption, temporary suspension or termination of the services.

10.2 KPLCM shall in no case be liable for content provided by Members. Members are alone responsible for all information and data which they send, display or notify via the Members Area and which may or may not be automatically made accessible in the Public Area.

10.3 KPLCM shall accept no liability for the behavior of Members and/or third parties or for content or statements forwarded by Members and/or third parties in the context of the services.

10.4 KPLCM shall accept no liability for Ambassador points, rewards, airline miles or other favors earned through participation in the Veritas Ambassador Private Club programme may be subject to tax liability. Any tax liability,

including disclosure, connected with the receipt or use of Ambassador Points, rewards, airline miles or others is the sole responsibility of the Veritas Ambassador Private Club member.

10.5 KLPCM shall accept no liability for links, for contents of pages linked, and for content uploaded by Members and/or third parties. KLPCM has no influence on third-party web sites. If KLPCM incurs loss through the behavior of third parties, they shall indemnify KLPCM accordingly.

10.6 KLPCM shall accept no liability for misuse of Members or Subscribers' accounts by third parties. The Member or Subscriber shall be liable him/herself for all action taken by third parties using a Member or Subscriber's access details.

10.7 KLPCM shall not be liable for minor negligence or indirect losses.

#### Article 11 Membership Payment

11.1 Veritas Ambassador Private Club membership must be paid in advance for covering one year. Membership is non refundable

11.2 Recurring Payment Authorization (Credit Card/Debit Card). By applying for recurring payments, Member accepts these terms and conditions authorizing KLPCM to charge the credit card or debit the debit card account that Member has specified in the amount of the balance due as part of Member's Veritas Ambassador Private Club membership. Member agrees that the payment card specified by Member for automatic bill payments to KLPCM is, and will continue to be, an account that Member owns, and that Member will maintain sufficient availability under Member's credit card limit, or sufficient funds in the account linked to Member's debit card, as applicable, to pay Member's KLPCM bill. The automatic charge to Member's credit card or debit to Member's debit card account will occur on or after the first day of the applicable month. Once the payment has been processed, Member will receive an electronic (email) notification that payment has been applied to Member's card for the sum of Member's partial membership dues from the KLPCM's finance department.

These terms and conditions will constitute Member's copy of Member's recurring payment authorization to KLPCM. Member should print and retain a copy of this recurring payment authorization for Member's records.

11.3 Recurring Payment Authorization Cancellation. Member may cancel its recurring payment authorization to KLPCM at any time. However, Member acknowledges and agrees that it must pay in total any remaining balance of Member's membership fees for Member's Initial Term or any Renewal Term via check or wire transfer at time of such cancellation. If KLPCM does not receive full payment within five (5) business days of such cancellation, Member hereby authorizes KLPCM to charge Member's credit card or debit Member's debit card account in the amount of the remaining balance of Member's membership.

#### Article 12 Miscellaneous

12.1 In the event that any provision(s) of these General Terms and Conditions shall be held invalid or unenforceable by a court of competent jurisdiction or by any future legislative or administrative action, such holding or action shall not negate the validity or enforceability of any other provisions hereof. Such invalid or unenforceable provision shall be replaced with a provision which accomplishes - to the best possible extent - the original purpose of such provision.

12.2 Deviations from the General Terms and Conditions shall only be binding if and in so far as this has been expressly agreed and only in respect of the offer or agreement to which they apply. These General Terms and Conditions shall remain fully in force with regard to all other offers or agreements.

12.3 KLPCM is authorized to make amendments to these General Terms and Conditions. The amendments shall become effective on the specified effective date. If no effective date is specified, the amendments shall apply as soon as a Veritas Ambassador Private Club member is informed or becomes aware of the amendments.

12.4 For the purposes of these General Terms and Conditions, "in writing" shall be deemed to mean by letter, fax or electronic means.

#### Article 13 Governing law and Disputes

13.1 All offers, agreements and Veritas Ambassador Private Club matters as well as these General Terms and Conditions themselves shall be governed by the laws of The Cyprus.

13.2 All disputes arising out of or in connection with Ambassador Club, to which these General Terms and Conditions apply, or the General Terms and Conditions themselves or their interpretation or execution, shall first be attempted to be settled through consultation and negotiation in good faith and in a spirit of mutual cooperation.