



## REGULATION - RULES AND CONDITIONS OF H&H FESTIVAL 2024 – RESORT EDITION

*These rules and conditions (“Regulations”) are valid for H&H FESTIVAL 2024, more specifically the RESORT EDITION (November 14<sup>th</sup> until 17<sup>th</sup> of 2024) to be hold at the resorts complex Costa do Sauipe (Bahia – Brazil). This regulation is valid for this festival in the year 2024, with specific rules that can and will be updated over time. This regulation was created on June 10<sup>th</sup> of 2023 and is valid for international passengers (note: if there is any discrepancy between the English and Portuguese versions of this regulation, the Portuguese text will be valid according to Brazilian legislation) and its last update was on December 6<sup>th</sup> of 2023.*

### **ESTABLISHED DEADLINES and INITIAL CONSIDERATIONS:**

IMPORTANT/ATTENTION: reservations, even if with “confirmed” status, but that do not comply with any requirements of this final regulation, including but not limited to financial pending or default (total or partial); Incomplete passenger records or companions (without the mandatory fields required, exclusively in the online system "H&H TOUR", such as: full name, gender, date of birth, place of birth, ID and CPF, in the case of foreign passengers Passport, full address, e-mail and cell phone with IDD/DDD) making it impossible to generate a voucher for Check-in; or unnamed accompanying passengers (having unnamed “open spaces” in reservations even if complete and confirmed); passenger exchanges or bookings (total or partial); campaigns of any nature; add-ons or any other inclusions; among others; may be canceled in whole or in part, unilaterally by H&H Entretenimento, if such requirements are not met by the deadline established in this document, from the launch of this festivals in the year of 2023 up to 10 business days from check-in programed, respectively, at which time no type of alteration can be made to any reservation and the festival's rooming-list will be permanently closed. When making this reservation, the passenger expressly acknowledges and agrees to this regulation, as well as the respective rules and specific conditions of the festival/edition in the year of 2024, as well as being aware and in accordance with the following: dates, locations and resort/venue subject to change and confirmation, as well as being aware of eligibility and restrictions for each type of sales channel, products and international packages (regular or promotional). In addition, the passenger (holder and companions) fully agrees with the specific rules of the resort complex where the festival will be held, also described in this regulation.

### **REGULAR INTERNATIONAL PACKAGES – ALL INCLUSIVE (Regular):**

- Regular International Packages for H&H Festival 2024 - Resort Edition with REGULAR All Inclusive system (Hotels Terra and Mar): Sale of Regular International Packages with no eligibility restrictions. Regular Product with different amenities included in each category of apartment or special suite (can be allocated in both Mar and Ala Hotels – both with regular “All Inclusive” system), payment with international credit card. All online pre-bookings will only be confirmed and will proceed with payment on a first-come, first-served basis in the H&H Tour customer service system. Online pre-bookings that do not respect the payment deadlines after confirmation will be automatically canceled without prior notice. Online pre-bookings that are on the Wait List must wait for their respective confirmation to be processed. Only after confirmation of the Reservation and its respective payment will the Voucher/Travel Contract be issued and sent to the passenger.
- Package of 3 nights and 4 days for H&H FESTIVAL 2024 – Resort Edition at Costa do Sauipe resorts (Bahia – Brazil) with accommodation at Hotels Mar and/or Terra (subject to change).
- REGULAR All Inclusive system (buffet of restaurants for breakfast, lunch, dinner, snacks and national alcoholic and non-alcoholic drinks, except during the period of events) for exclusive consumption inside the respective hotel (Sauipe Resorts - Hotels Mar and Terra). IMPORTANT: passengers of regular packages in this category will not be able to use or have the services of the “Premium All Inclusive” system (Hotels Premium Sol and Gran Premium Brisa).
- Superior Rooms with a Resort view (up to 4 people - see bed policies).



- Executive Suite with Resort or Pool view with approx. 60m2 (up to 2 people - see bed policies) with two living rooms, including bedroom with extended balcony, bar and bathtub (subject to variation). In addition, this category has exclusive amenities (such as a VIP Area bracelet for each guest without consumption voucher, differentiated check-in and special invitations).
- Presidential Suite with Resort or Pool view with approx. 120m2 (up to 2 people - see bed policies) with two or three living rooms, including bedroom, dining room, different balconies and views, bar, kitchen and bathtub (subject to variation). In addition, this category has exclusive amenities (such as a VIP Area bracelet for each guest with a R\$ 500,00 - BRL consumption voucher for the reservation holder, Quick Massage in the SPA bungalows for each guest, differentiated check-in and special invitations).
- Unrestricted access to all leisure, sports and fitness centers (except SPA), with special activities.
- Ticket package for all parties and activities (full program at <https://www.planetahh.com.br/>).
- Services other than those listed in this document are NOT included.
- Payments: International credit card (Visa, Mastercard, Amex and Elo only - prices subject to change in the date of the reservation due to exchange rates USD 1.00 = R\$ 4,88 from June, 10th of 2023 – the price of your reservation will be processed in Brazilian R\$ with the equivalent in USD as above price tables). Copy of passport and credit card (front and back) along with authorization term filed and signed is required OR follow our sales consultants instructions to process your secure payment completely online. Total amount referring to the festival's share of tickets, lodging and tourism.
- Prices per person in a Single, Double, Triple or Quadruple Room or Suite basis (see rules and conditions for extra beds), with random accommodation according to category and at the discretion of the organization, subject to change, variation and availability, and may be allocated at Sauipe Resorts both Hotels Mar and/or Terra – in the case of “Regular All Inclusive” packages system (check the restrictions and exclusivities of each category).
- Check-in and check-out will be at 3:00pm and 11:00am respectively. Passengers who do not release the Room/Suite by this time are subject to a fine of R\$ 500.00 - BRL and exempt H&H from any liability in this regard.
- Passengers under 18 years old will not be accepted.
- Triple and Quadruple Packages (limited) with an extra single/auxiliary bed (smaller than the traditional bed) and/or a sofa bed and/or a fixed double bed already pre-allocated in each Room/Suite, with no possibility of change, as well as limitation of single beds, subject to availability in double beds.
- Cancellation and confirmation policy: 50% fine from the time of purchase up to 30 days of travel; with 29 days of travel, fine of 80%; with 15 days of travel, fine of 100% (no show). Prices subject to change without prior notice and confirmation of availability, as well as extras upon request and confirmation. Reservations with incomplete payments that missed deadlines will not be refunded, even if partially paid, after automatic cancellation.
- Policy of nomination and passenger changes: only nominations and passenger changes or inclusions will be accepted within 10 working days prior of travel (check-in date). Nominations without additional fees, passenger changes subject to payment of R\$ 300,00 - BRL (USD 62.00) for each change and passenger changed.
- Special “Trade” Sales (H&H Official Partners and Ambassadors): Packages without additional discounts valid only upon presentation of a specific promocode from the H&H Partner or Ambassador at the time of purchase and subject to availability. Retroactive validations of promocodes will not be accepted. Confirmation of purchase through an accredited agency will only take place after confirmation of payment and issue of the voucher.
- See all the benefits included in this category(ies) of package(s) in the product PDF, booking voucher or hotspot.
- Additional services (EXTRAS): Individual VIP Upgrade (VIP Area bracelet) with wristband access to the VIP area of our main event (Saturday night, exclusively) with return voucher of R\$ 200,00 – BRL in consummation (extra, per person). Note: individual extra with separate purchase per passenger who already has a confirmed reservation (except for those categories that already have this additional product without consumption voucher included). Other Individual Extras with purchases per passenger (such as Transfers, Promotional Airfares and so on); and Other Group Extras with exclusive purchases for all passengers in the same room (such as Pre and Post Festival Extra days, Cashless Beverage Packages and so on) - coming soon.



- Reservations: all online pre-bookings will only be confirmed and will proceed with payment on a first-come, first-served basis in the H&H Tour customer service system. Online pre-bookings that do not respect the payment deadlines after confirmation (automatic period of 3 days, subject to change) will be automatically canceled without prior notice. Online pre-bookings that are on the Wait List must wait for their respective confirmation to be processed. Only after confirmation of the Reservation and its respective payment will the Voucher/Travel Contract be issued by the new system. Check the new H&H Tour service system to manage your reservation.

### **REGULAR INTERNATIONAL PACKAGES – ALL INCLUSIVE (Premium):**

- Regular International Packages for H&H Festival 2024 - Resort Edition with PREMIUM All Inclusive system (Hotels Premium Sol and Gran Premium Brisa): Sale of Regular International Packages with no eligibility restrictions. Regular Product with different amenities included in each category of apartment or special suite (can be allocated in both Premium Sol and/or Gran Premium Brisa Hotels – both with premium “All Inclusive” system), payment with international credit card. All online pre-bookings will only be confirmed and will proceed with payment on a first-come, first-served basis in the H&H Tour customer service system. Online pre-bookings that do not respect the payment deadlines after confirmation will be automatically canceled without prior notice. Online pre-bookings that are on the Wait List must wait for their respective confirmation to be processed. Only after confirmation of the Reservation and its respective payment will the Voucher/Travel Contract be issued and sent to the passenger.

- Package of 3 nights and 4 days for H&H FESTIVAL 2024 – Resort Edition at Costa do Sauípe resorts (Bahia – Brazil) with accommodation at Hotels Premium Sol or Gran Premium Brisa (subject to change, according to chosen category of package).

- PREMIUM All Inclusive system (buffet of restaurants with special service for breakfast, lunch, dinner, snacks, national and imported alcoholic and non-alcoholic drinks, including special drinks, whiskey, gin, premium beers and draft beer, except during the period of events) for exclusive consumption within the respective hotel (Sauípe Resorts - Hotels Premium Sol and/or Gran Premium Brisa, exclusive, according to the indicated categories). This system also includes Room Service (with separate payment, consult). In addition, guests in these categories will also have free access to the REGULAR All Inclusive (Hotels Mar and Terra).

- Superior Rooms with Resort view with approx. 30m2 (up to 4 people - see bed policies) at Premium Sol Hotel.

- Master Suite with Resort or Pool view with approx. 50m2 (up to 3 people - see bed policies) with two living rooms, including bedroom (subject to variation) at Gran Premium Brisa Hotel (exclusive to guests in this category). In addition, this category has exclusive amenities (such as differentiated check-in and special invitations).

- Executive Suite with Resort or Pool view with approx. 60m2 (up to 2 people - see bed policies) with two living rooms, including bedroom with extended balcony and bathtub (subject to change) at Premium Sol Hotel. In addition, this category has exclusive amenities (such as a VIP Area bracelet for each guest without consumption voucher, a 50% discount voucher at one of the resorts a la carte restaurants for dinner, differentiated check-in and special invitations).

- Presidential Suite with Resort or Pool view with approx. 120m2 (up to 2 people - see bed policies) with two or three living rooms, including bedroom, dining room, different balconies and views, bar, office and bathtub (subject to variation) at Premium Sol Hotel. In addition, this category has exclusive amenities (such as a VIP Area bracelet for each guest with a R\$ 1.000,00 - BRL consumption voucher for the reservation holder, Quick Massage in the SPA bungalows for each guest, a 50% discount voucher at two of the resorts a la carte restaurants for dinner, differentiated check-in and special invitations).

- Unrestricted access to all leisure, sports and fitness centers (except SPA), with special activities.

- Ticket package for all parties and activities (full program at <https://www.planetahh.com.br/>).

- Services other than those listed in this document are NOT included.

- Payments: International credit card (Visa, Mastercard, Amex and Elo only - prices subject to change in the date of the reservation due to exchange rates USD 1.00 = R\$ 4,88 from June, 10th of 2023 – the price of your reservation will be processed in Brazilian R\$ with the equivalent in USD as above price tables). Copy of passport and credit card (front and back)



along with authorization term filed and signed is required OR follow our sales consultants instructions to process your secure payment completely online. Total amount referring to the festival's share of tickets, lodging and tourism.

- Prices per person in a Single, Double, Triple or Quadruple Room or Suite basis (see rules and conditions for extra beds), with random accommodation according to category and at the discretion of the organization, subject to change, variation and availability, and may be allocated at Sauipe Resorts both Hotels Premium Sol and/or Gran Premium Brisa – in the case of “Premium All Inclusive” packages system (check the restrictions and exclusivities of each category).
- Check-in and check-out will be at 3:00pm and 11:00am respectively. Passengers who do not release the Room/Suite by this time are subject to a fine of R\$ 500.00 - BRL and exempt H&H from any liability in this regard.
- Passengers under 18 years old will not be accepted.
- Triple and Quadruple Packages (limited) with an extra single/auxiliary bed (smaller than the traditional bed) and/or a sofa bed and/or a fixed double bed already pre-allocated in each Room/Suite, with no possibility of change, as well as limitation of single beds, subject to availability in double beds.
- Cancellation and confirmation policy: 50% fine from the time of purchase up to 30 days of travel; with 29 days of travel, fine of 80%; with 15 days of travel, fine of 100% (no show). Prices subject to change without prior notice and confirmation of availability, as well as extras upon request and confirmation. Reservations with incomplete payments that missed deadlines will not be refunded, even if partially paid, after automatic cancellation.
- Policy of nomination and passenger changes: only nominations and passenger changes or inclusions will be accepted within 10 working days prior of travel (check-in date). Nominations without additional fees, passenger changes subject to payment of R\$ 300,00 - BRL (USD 62.00) for each change and passenger changed.
- Special “Trade” Sales (H&H Official Partners and Ambassadors): Packages without additional discounts valid only upon presentation of a specific promocode from the H&H Partner or Ambassador at the time of purchase and subject to availability. Retroactive validations of promocodes will not be accepted. Confirmation of purchase through an accredited agency will only take place after confirmation of payment and issue of the voucher.
- See all the benefits included in this category(ies) of package(s) in the product PDF, booking voucher or hotsite.
- Additional services (EXTRAS): Individual VIP Upgrade (VIP Area bracelet) with wristband access to the VIP area of our main event (Saturday night, exclusively) with return voucher of R\$ 200,00 – BRL in consummation (extra, per person). Note: individual extra with separate purchase per passenger who already has a confirmed reservation (except for those categories that already have this additional product without consumption voucher included). Other Individual Extras with purchases per passenger (such as Transfers, Promotional Airfares and so on); and Other Group Extras with exclusive purchases for all passengers in the same room (such as Pre and Post Festival Extra days, Cashless Beverage Packages and so on) - coming soon.
- Reservations: all online pre-bookings will only be confirmed and will proceed with payment on a first-come, first-served basis in the H&H Tour customer service system. Online pre-bookings that do not respect the payment deadlines after confirmation (automatic period of 3 days, subject to change) will be automatically canceled without prior notice. Online pre-bookings that are on the Wait List must wait for their respective confirmation to be processed. Only after confirmation of the Reservation and its respective payment will the Voucher/Travel Contract be issued by the new system. Check the new H&H Tour service system to manage your reservation.

#### **OTHER CONDITIONS (Packages, Extras, Other Hotels, Other Products, Special Actions and the like):**

- Special Cases of Payment and Confirmation Policies (Refunds, Cancellations, Purchases from Third Parties, Chargebacks with Fraud and so on): by accepting this regulation, the passenger (holder and companions) are also aware, consenting and in agreement, in the broadest and unrestricted possible way with all policies for payment and confirmation of reservations, extra and additional products, among others, already detailed in all documents at sales processes. In particular, the specific rules for cancellations without penalties (as provided for in the Brazilian Law) will only apply if the cancellation of the purchase is requested through the official channels of H&H (documented by email [atendimento@hhtour.com.br](mailto:atendimento@hhtour.com.br)) within a maximum period of 7 (seven) calendar days from the date of purchase (partial or total); Other cancellation requests after this



period will follow the cancellation rules and policies according to the type of package and product purchased (constant in this regulation); Purchases and payments with credit cards or other means of payment by third parties (persons other than those on the reservation, not being the main passenger and/or accompanying passengers) must be sent to H&H (e-mail [atendimento@hhtour.com.br](mailto:atendimento@hhtour.com.br) or directly via the H&H Tour system in “document uploads”) within 30 (thirty) days from the date of purchase all specific documentation signed by the paying third party and the respective passenger(s) (ex. copy of document with photo ID, credit card debit authorization form or other means, letter authorizing the use of third-party payment methods - note: in the event of non-receipt of such complete documents, H&H reserves the right to cancel the reservation/purchase partially or totally withholding the amounts paid); In case the passenger (holder or companions) paying, or even third parties (not included in the reservations) paying with the due documentation (sent or not) present purchase disputes after buying (as long as they do not fall within the cases described above), either before, during or after the realization of the festivals, this action may be characterized as “Chargebacks with Fraud” and, both passengers (holder and/or companions) and third-party payers may be subject to civil and criminal proceedings by H&H for reimbursement of amounts, as well as losses and damages in Brazil and abroad.

- Special program of “H&H Share” (shared apartments/rooms and solo packages, sale for a determined period): this special program is valid for purchases exclusively at H&H Tour, for a defined period (from Sep, 12 until Oct, 12 of 2023, or while the special lot lasts). Program subject to change, limited and exclusive in a specific lot of apartments/rooms and categories (regular package of a superior apartment/room, with “regular all inclusive” system only, quadruple basis – note: limited to 50 apartments/rooms or 200 passengers under these conditions). The shared apartment may be in Double, Triple or Quadruple configurations, at the sole discretion of H&H. Non-cumulative and limited-time promotion (for confirmed and fully paid purchases and reservations until October, 12 of 2023 or while the lot lasts). Individual payment subject to credit analysis and approval. Exclusively solo packages in shared apartments will be validated in this promotion and the selection of the members of the apartments will be carried out by H&H, according to its internal criteria, in a random way and the passengers already assume any responsibilities for not knowing the other members of the same apartment/room, exempting H&H and its partners (like Resort) in this regard from any civil or criminal liability. As this is a case of selling separate “random” solo packages in shared apartments/rooms, companions or requests for passengers to be joined will not be accepted, as those who want to stay together with others, or even in different categories from those restricted to this program, must purchase the Regular Package, respecting availability and all its rules and conditions. In the case of inclusion of Extras and Additional products or services in the reservations, these must follow the specific rules and conditions of each additional product, whether in a group or individually, respecting the limits of the configurations of the shared apartments, also for selection criteria of its members by similarity. As it is a special program, this individual reservation in a shared apartment is not refundable in case of cancellation. In addition, H&H reserves the right to select passengers according to eligibility, respecting the following: Requests for sharing apartments/rooms between pre-determined passengers of any nature will not be accepted (ex. gender, age, habits, between others); Passengers in shared apartments/rooms should not require any special assistance (ex. PNE facilities and similar); Passenger exchanges or exchanges of apartments or between apartments will not be accepted under any circumstances, including between categories (exclusive special product in Superior Apartment category with the “Regular All Inclusive” system only); The voucher issued at the time of purchase, when paid and confirmed, will be “individual” (SGL) on a temporary basis. The final vouchers with the random selection of passengers in the same shared apartment/room will be sent within 10 (ten) days of the check-in date and cannot be changed in any way; Regarding the bed policy, these will follow the rules of the Regular Packages (double beds, single beds, sofa bed and/or converted into extra beds, smaller than regular beds) and the passenger is aware and agrees that there can be no changes, now exempting H&H in this regard; Regarding rules of coexistence during your stay in a shared apartment/room: H&H can be a facilitator in the introduction of passengers who will share the same apartment, but it is up to each passenger to respect, in agreement with the others, the policies of good coexistence; The passenger in a shared apartment, following the criteria of the General Data Protection Law of Brazil (LGPD) of this regulation, hereby authorizes that his personal contacts be sent to other passengers exclusively from the same apartment/room so that he can be a facilitator in the introduction and good socializing during your stay; In case of resolution of any conflicts: the passenger exempts H&H from any responsibility in this regard, but



we will act as arbitrators in the resolution of any conflicts that may arise, provided that the rules and conditions of this program and the festival regulations are respected. In addition, in any extreme cases, H&H may, in this arbitration, relocate or even expel any guests who may violate this regulation at any time, under its sole and exclusive discretion, not allowing any type of refund; All passengers on this program accept its specific rules and conditions, as well as the rules and conditions of the Regular Packages and the complete regulation of the festival.

- Special promotion of "H&H Promo Day" (immediate category upgrade of "Premium All Inclusive" packages exclusively, sale for a defined period): this special promotion is valid for purchases exclusively at H&H Tour, for a defined period (exclusively on the day of the promotion on Dec, 7 of 2023, or while the it lasts). Promotion subject to change, limited and exclusive in a specific lot of apartments and categories (regular package in 1<sup>st</sup> price of a superior apartment, "premium all inclusive"– note: limited to 50 rooms eligible under these conditions). Non-cumulative and limited-term promotion. This promotion is based on the immediate category upgrade for all confirmed and fully paid reservations (not valid for reservations with partial payments) from the time of purchase until midnight on Dec, 7 of 2023. In other words, all confirmed and paid packages in the Superior Apartments category of Premium All Inclusive (Hotel Premium Sol) will be immediately upgraded to the Suite Master category of Premium All Inclusive (Hotel Gran Premium Brisa, more exclusive of Sauípe). Additionally, all packages in the Suite Master category of Premium All Inclusive, which also have reservations confirmed and paid in full by midnight on Dec, 7 of 2023, will have a fully free internal upgrade in the category itself, being allocated in suites with sea view and/or seafront (also at the Hotel Gran Premium Brisa, the most exclusive of Sauípe). Other "Premium All Inclusive" categories (such as Executive or Presidential Suites), in addition to other "Regular All Inclusive" categories, are not eligible for this promotion. Attention: this promotion does not generate discounts of any nature and upgrades and benefits are subject to validation at the sole discretion of H&H Entretenimento. Upgrades will not be valid for QDL (quadruple) apartment configurations, subject to confirmation and availability of extra beds. Confirmation of reservations for this promotion according to the price list in Lot 1, subject to change to a new Lot 2 and/or waiting list at the end of this action.

- Others: COMING SOON!

#### **GENERAL:**

- The online Booking form must be filled 1 (one) per room (up to 4 people in the same stateroom). In case of a group of people traveling together, you must fill more than 1 online Booking form. Fill up all required fields, because this Booking does not guarantee availability and only holds the category of your stateroom rate until payment confirmation.

- The customer already agrees that the only way to start your Booking process with H&H Entretenimento is through the online Booking form, exempting from now on H&H of any negotiations or previously understandings conducted by email, telephone or other channels and/or representatives or third parties interlocutors.

- When you stay at the festival Resort and/or Hotels, the passenger further states that:

1. I declare that I am not in possession of any type of illegal substance, and I am aware that I may be expelled from the festival without any type of refund if such substances are found with me or in my apartment or suite, subject to penalties under Brazilian Law.
2. I declare that I am aware that if I have at least 1 (one) passage through the festival's Medical Center and it is verified by the competent medical team (proved by an official medical record, signed by the person responsible for the Center) any type of disorder caused by substances I will be automatically blocked from purchasing any type of product, event or festival from H&H Entretenimento and/or H&H Fidelidade in the future or if I have already purchased, I accept that my package will be canceled without any kind of refund. I further declare that if I am a repeat offender at the festival's Medical Post with 2 (two) or more tickets for the same reasons, in addition to being blocked for any future purchase, I will also be immediately expelled from the current festival and the Resort, not entitled to any type of refund.
3. I declare that I am aware that the festival uses the "cashless" system of wristbands and/or rechargeable cards where I can put credits for consumption (bars, stores, among others). I declare that I am aware of and in accordance with the Festival's Cashless System Rules and Conditions, including but not limited to: Refunds are EXCLUSIVE to those who pre-loaded in advance on a specific hotsite (not being valid extras of "Beverage Packages" with bonuses and cashbacks, and/or Upgrade VIP vouchers or other Voucher amenities of suites), as previously announced, with a fee discount of R\$ 5.00 per transaction, carried out within 45 (forty-five) days after the festival. Opening accounts, activating wristbands and/or cashless cards or recharging throughout the festival are NOT refundable! There will be an activation and account opening fee of R\$15.00 per card and/or wristband. This amount will not be refunded. Bonuses and/or consumption of VIP Upgrades, Beverage Packages or Packages in Suites are also not refunded. The festival reserves the right to change fees without prior notice. The festival is not responsible for the use made of the card and/or cashless bracelet, as well as for the loss or theft of the same, and in these cases, refunds will not be made. The event will not refund or



replace damaged cards and/or wristbands when it is not possible to check their balance and/or the identity of their holder and holder. I hereby exempt H&H Entretenimento and its partners from this operation from any responsibility for requests for chargebacks or refunds that deviate from the model agreed herein. I also declare that I am aware and agree that if my cashless bracelet is violated and lost, I will only be entitled to a new bracelet upon payment of the fee in the amount of R\$ 2,999.00 (BRL). If my bracelet is violated and I bring it in for exchange and replacement, I will be exempt from this fee. Other types of consumption outside the festival's Cashless system must be carried out directly between the passenger and the third party supplier (ex. extra services of SPA bungalows and massages, themed a la carte restaurants for dinner, shops and sales in Vila de Sauípe or Quermesse Sauípe, among others), if these products and services are not integrated with the H&H system.

4. I declare that I am not carrying any restricted items from the festival, either before, during or after the events, as well as in the common areas of the hotel or in my apartment or suite, including but not limited to a portable generator, professional sound equipment, micro-waves, light equipment or any other type of equipment that exceeds the rules of noise pollution and the environment, being aware that I may be expelled from the event without any type of refund.
5. I hereby exempt H&H Entretenimento, as well as its festival partners, from any acts against the property of the hotel or the physical or moral integrity of the other participants of the festival, and may be expelled from it, as well as I undertake to pay all my extra expenses or services that were not contracted directly from the festival organization or its partners.
6. I declare that I am aware of and consent to the regulations of the Costa do Sauípe complex, exempting H&H Entretenimento and all festival partners from now on, including but not limited to: rules of behavior in common areas, with the following not being tolerated: (i) carrying, use/consumption of narcotics/illegal drugs within the Costa do Sauípe complex; (ii) the commission of crimes, especially, but not limited to, physical and/or verbal aggression against other guests, passers-by or employees and collaborators; (iii) the practice of explicit sex and/or obscene scenes and/or complete or partial nudity in common areas of the complex. The practice of any of these acts by any festival participant will result in the expulsion of the offending guest from Costa do Sauípe Tourist Complex, without the right to any refund.
7. In addition, I am aware and in accordance with the specific rules and conditions of Sauípe Resorts complex (Costa do Sauípe), including but not limited to the following: each passenger will receive a key and towel card at check-in, which in case of loss will have an additional cost of R\$ 100,00 (BRL) each; your apartment has a security safe, free of charge, use it as the complex and H&H are not responsible under any circumstances for the non-use, loss or forgetting of any objects in private or public areas of the complex; do not feed wild animals; respect environmental laws (especially with regard to sea turtle nesting on the beachfront); do not use the apartment balcony as a clothesline; watch out for areas where you can't smoke (not even electronic cigarettes); it is not allowed to store chairs or loungers from the pools or beaches; all products and services at Quermesse da Vila, Vila Nova da Praia de Sauípe, Viva Gastropub, a la carte restaurants for dinner (La Villa, Baea and Benditos Frutos) are not included in the All Inclusive systems (whether regular or premium) and have separate payments.
8. In addition, I am aware and agree that, depending on the category of my package or the Hotel where I stay, I will be entitled and/or have access to different services, such as: guests at the Hotel Gran Premium Brisa have a Premium All Inclusive service and access to all categories; guests at the Hotel Premium Sol have a Premium All Inclusive service and access to all categories (except Gran Premium Brisa Hotel); guests of the Hotels Mar and Terra have a Regular All Inclusive service and have limited access exclusively to their respective Hotels (those passengers do not have access and services at Premium Sol and Gran Premium Brisa Hotels).
9. I hereby authorize the use of my image for commercial purposes or for the official review of the festival, being aware that I may be filmed or photographed at any time during the parties or other scheduled activities.
10. I declare that I am aware that in the event of force majeure that motivates the non-attendance of any previously announced artists, I will not be entitled to any type of reimbursement for the services contracted and provided.
11. I hereby exempt H&H Entretenimento from any bad weather or weather changes (rain, strong winds or derivatives) that make it impossible to safely carry out any of the events programmed for the festival.
12. I also declare that I am aware of and in accordance with all new rules and protocols of H&H Entretenimento and resort/festival venue, if any (approved by government officials) that may still be required before, during and after of the festival as a result of the continuing state of the "Covid-19 pandemic" in the world.
13. If I am a member of the "H&H Share" special program (shared apartments/rooms and solo packages) I declare that I am aware of and agree with all the specific rules and conditions of this program, in particular those regarding the type of apartment and category, eligibility and selection of passengers, exemption of H&H responsibilities, inclusion of extras, voucher and confirmation, bed policy, coexistence rules, LGPD for passengers in the same shared apartment, resolution of eventual conflicts, among others.
14. In order for the festival to run smoothly, I declare that I am responsible for all my actions during the festival.

- At the end of the sales process, the passenger will be able to directly download its complete Voucher and will now accept such document as final, replacing any type of receipt, invoice and/or service contract.

- In the event of continuity of the state of calamity in the year 2023/2024, as a result of the "Covid-19 pandemic", among others, if any, in accordance with Brazilian legislation, the passenger declares to be previously AWARE and AGREE that in case cancellation of the festival either by a unilateral decision of H&H, the Resort and Hotels and/or through its legal representative in Brazil, or even by a Brazilian (federal, state or municipal) or international government decision (by any government that directly interferes on these companies or their subsidiaries), due to force majeure, closure of Brazilian airspace, epidemics or global pandemics, act of war, terrorism or others, it is hereby agreed between the PARTIES that fully



exempt H&H Entretenimento e Eventos Ltda, producer of “H&H Festival”, from any liability in this regard, where there will be no refund of any amounts already paid (in whole or in part) for that of its commercialized packages, much less of extras or additional products, or third-party and/or indirect expenses (ex. airline tickets, hotels and the like), and the festival organizers must make their best efforts in good faith to reschedule a new date for this festival, in accordance with current legislation.

- In compliance with the LGPD/GDPL - General Data Protection Law (law No. 13,709 approved in August of 2018 and effective in August of 2020) the passenger (holder and companions) authorize H&H Entretenimento at the time of carrying out their reservation and confirmation of your package to share essential data for check-in (ex. full name, ID and Passport, full address, telephone, e-mail, emergency contacts and so on) especially with the hotel chain, resort and strategic partners of the festival, with the sole and exclusive objective of making it operational and enabling the delivery of the contracted services.

Regulation updated on: June, 10<sup>th</sup> of 2023 – launch of all international regular packages and its derivatives. September, 8<sup>th</sup> of 2023 – inclusion of specific rules and conditions of “H&H SHARE” special program (shared apartments and solo packages, for a specified period). December, 6<sup>th</sup> of 2023 – inclusion of specific rules and conditions for the “H&H Promo Day” (promotion of Premium category upgrade) and update of the general rules and conditions regarding Costa do Sauípe complex.

All rules and conditions of the festival and of the respective product/package may be changed at any time, without prior notice, as well as all other complementary rules and conditions on products and/or payment methods, among others, are detailed in the documents attached to the sales process, as well as widely publicized in all official channels of H&H ([www.planetahh.com.br](http://www.planetahh.com.br) and @planetahh), forming an integral part of this regulation.

OFFICIAL TOUR OPERATOR:



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