

## Han Fu VR Experience at "Love Between Fairy and Devil" VR Experience Center

### TERMS AND CONDITIONS OF HAN FU EXPERIENCE TICKET SALE

Any purchase of a ticket and ticket holder from "Han Fu VR Experience at "Love Between Fairy and Devil" VR Experience Center at Galaxy Macau" (hereinafter referred to as "Han Fu Experience" (the service) / VR Experience Center (the venue / management)" is subject to: a) this Terms and Conditions of Han Fu Experience Ticket Sale, b) Guest Rules and Regulations of Han Fu Experience, and c) any special conditions and/or restrictions which have been brought to your attention.

#### General

1. Please read these terms and conditions carefully before making a booking. It's the responsibility of the costumer to understand, agree, and accept responsibility for all booking conditions, including all payments due by specified dates. By proceeding to pay a booking / deposit fee you accept that you are entering into a contract and you agree to be bound by these conditions.
2. Han Fu Experience's full terms and conditions relating to ticket sales and services are available at the "Love Between Fairy and Devil" VR Experience Center's official <https://www.galaxymacau.com/love-between-fairy-and-devil-vr-experience-center-galaxy-macautm/> and upon request from VR Experience Center staff.

#### Booking / Reservation

3. A "Ticket" means a ticket, mobile ticket, electronic ticket, wristband or any other verification giving the bearer the right to experience the service or enter the venue.
4. Bookings of are subject are taken on a first come, first serve basis and subject to the availability
5. Guest is recommended to contact our official WeChat account for the reservation of makeup service and any costume of designated character in advance or prior to ticket purchase, to avoid potential disappointment where we may not be able to cater to extras.
6. Ticket sale is available on the official ticketing channels listed on the official website. No payment transaction / e ticket sample will be required / accepted via official WeChat account, hereby please avoid sending to / reject if any payment request from fake WeChat account.
7. While we strongly encourage guests to make advance reservations to secure their preferred experience time, we also welcome walk-in customers on a first-come, first-served basis, however its subject to availability of makeup artists and costume.
8. In order to secure the booking, Guest is required to purchase the experience ticket via the official ticketing channel and send the confirmation number to official WeChat account within 2 hours after reservation is pencil marked. Otherwise, the designated time of service and costume will be released without further notice.

9. If you select the “electronic ticket” option, any Ticket purchased will be delivered as an e-ticket to the email address provided or a Mobile Ticket to the mobile number provided when you placed your order. Unauthorized duplication of your e-ticket may prevent your admittance to the experience. We are not responsible for any inconvenience caused by or damages suffered as a result of such unauthorized duplication, and VR Experience Center shall bear no further liability of any kind.

#### **Limitation**

10. There is no age restriction for this experience; however, it is the responsibility of the accompanying adult / bearer to determine the suitability of the experience for any children / person attending. No refunds will be offered in circumstances where the accompanying adult / bearer decides, following the purchase of a Ticket, that the experience is not suitable for children or any other person for whom Tickets were purchased or intended.
11. For safety concern, individuals with physical discomfort should not participate in this activity. Pregnant women, individuals with any kinds and types of sensitivities, allergies, any type of contagious illness and medical conditions, or those who have consumed alcohol or medication are absolutely not suitable for the experience. If there are any doubts, please consult a doctor before participating in the experience.

#### **Refund, Exchange and Cancellation**

12. Tickets cannot be refunded, exchanged, cancelled or rescheduled after purchase under any circumstances, unless the service is cancelled by VR Experience Center, or where there is a material change to the activity.
13. VR Experience Center reserves the right to cancel any booking or purchase which we reasonably suspect to have been made through use of ticket bots, websites or other automated devices, or any other illegal or unauthorized activity. VR Experience Center only accepts responsibility for Tickets bought from our official website and official sales points.
14. Ticket may not, without the prior written consent of VR Experience Center, be resold or offered for resale at a premium (including via on-line auction sites) or used for advertising, promotion or other commercial purposes. If a Ticket is sold or used in breach of this condition, the ticket / service may be cancelled without a refund and the ticket holder may be refused admission.
15. In the unlikely event that we cancel your booking for unforeseen or unavoidable reasons, all monies paid shall be refunded to you. No further compensation will be offered.
16. If our Makeup Artists are unable to provide the service on the day, due to illness or unforeseen circumstances, we will immediately try to find an alternative freelance stylist/artist to stand in. If this is not possible we will ask for an earlier start time to accommodate original numbers, or will refund services, which are

- forfeited in part, or altogether, as a result. No further compensation will be offered.
17. If the service is cancelled, rescheduled or postponed by VR Experience Center, please refer to your point of purchase for details of your ticket agent's refund and/or exchange policy.
  18. Refunds shall only be made to the person listed in our records as the original purchaser of the Tickets and, when reasonably feasible, shall be made using the same method of payment in our records.
  19. Travel to and from the venue is the sole responsibility of the Ticket holder. Therefore, no refunds, exchanges or cancellations will be permitted due to the alteration, late arrival, unavailability, postponement or cancellation of travel services by land, air or sea, for any reason whatsoever.
  20. To ensure health of our staff and our other Guest, VR Experience Center reserves the right to cancel all and any previously agreed services to the Guest should the Client develop or already has a transmitted infection or sickness including but not limited to a skin disease, skin infection or similar up, vomiting and suspicious rash or Cold Sores to the day of the service. In these and similar situations the VR Experience Center reserves the right to charge the Guest fully for the services and keep the full balance. The Guest could also be held liable for any infection or similar transmitted to the VR Experience Center through the services on the day of experience.

### **Reschedule**

21. Guests are responsible for arriving at the Han Fu Experience in 15 minutes / sufficient time prior to the start time of experience reserved. Failure to arrive on time may result in experience being delayed, rescheduled or refused, without refund. Should unforeseen circumstances arise, Guest is suggested to approach the official WeChat account for any enquiry of reschedule 2 hours prior to the original time reserved and its subject to the availabilities.
22. Due to potential scheduling conflicts, if prior bookings change time or change the number of guests, it may result in tardiness or inability to perform services for your booking. Although every effort shall be made to accommodate all parties, we adhere to the FCFS (The first to have come is the first to be served) policy whereby the requests of Guests are attended to in the order that they reserve their services, without other biases or preferences.

### **Lost and Damage**

23. Please check and keep your Tickets properly upon receipt. Defacing a Ticket or removing a Ticket stub will invalidate the Ticket. You must present a valid Ticket for the experience and upon request for inspection at any time during the visit. Failure to present your Ticket when requested may result in you being ejected from the venue.

24. VR Experience Center may be unable to issue replacements for lost, stolen, damaged or destroyed Tickets. Any decision to issue a replacement shall be made at the sole and absolute discretion of VR Experience Center.

#### **Identification of Discounted / Promotion Tickets**

25. Where a concession is claimed, proof of identity and concession entitlement (e.g. age or student status) may be required for review by staff of VR Experience Center upon entry.

#### **Liabilities**

26. For certain services, VR Experience Center may apply additional restrictions to Tickets. Where a restriction applies to the number of Tickets that may be purchased (whether per person or per credit card) and Tickets are purchased in violation of this restriction, VR Experience Center may at its sole and absolute discretion cancel such tickets.
27. VR Experience Center is not, under any circumstances, responsible for any & all claims, liabilities, costs, loss, cause of action arising out of the misuse, allergic reactions, or any injury directly or indirectly suffered with the consenting use of the products and equipment offered by VR Experience Center. The onus is on the Guest to give advance notification to VR Experience Center or Makeup Artist if you have any issues that might affect the use of any products or equipment prior to ticket purchase. This includes but is not limited to all kinds and types of sensitivities, allergies, any type of contagious illness and medical conditions.
28. The VR Experience Center cannot be held liable for any losses or damage that is incurred due to the Guest's failure to inform the VR Experience Center staff / Makeup Artist of any known condition, illness, allergy, skin sensitivity, conjunctivitis, eye styles/cysts, cold sores, open wounds/cuts on the face and neck, staph infection, head lice, or a flu or other contagious illness.
29. VR Experience Center reserves the right to add, withdraw, reschedule or substitute content, vary or cancel advertised programs, prices, venues, seating arrangements and audience capacity.
30. The activity may be modified, cancelled or terminated at any time without notice due to typhoon or other adverse weather conditions, special events, for security, safety, order, maintenance or operational reasons, or as VR Experience Center considers that the circumstances so require, in which case no refund or compensation will be provided, including deferment or refund of purchased tickets. In the event of any dispute, the decision of VR Experience Center shall be final.

## **GUEST RULES AND REGULATION OF HAN FU EXPERIENCE**

VR Experience Center is committed to creating a safe, comfortable and enjoyable experience for all guests. All guests shall remain respectful and courteous to VR Experience Center staff and fellow patrons, and must comply with directives from VR Experience Center staff regarding VR Experience Center policies, emergency response procedures and behavior which impact the activity experience.

By entering or attempting to enter the VR Experience Center, guests agree to be bound by, and therefore must comply with, these Rules and Regulations and other terms and conditions stipulated by the VR Experience Center.

### **Admission**

1. This ticket is valid only for the date, time and activity specified on the ticket.
2. Guests are responsible for arriving at the VR Experience Center in 15 minutes / sufficient time prior to the start of an activity. Failure to arrive on time may result in activity being delayed, rescheduled or refused, without refund.
3. All guests may be subject to protective measures and security checks when entering the VR Experience Center, including but not limited to temperature checks, health declaration checks, metal detectors and bag checks.
4. Guests are required to present a valid experience ticket during the admission, one ticket is required for each guest, regardless of age.
5. VR Experience Center reserves the rights to refuse admission to any person whose conduct is disorderly, discourteous, or inappropriate or who poses a threat to security or to the enjoyment of the VR Experience Center without refund or compensation. Customers who cause a disturbance, act inappropriately or refuse to comply with requests made by VR Experience Center will be evicted from the venue without any refund or compensation.
6. Guests not properly attired might not be admitted. Guests entering the VR Experience Center must wear appropriate clothing, which includes shoes. Additionally, all guests must be fully clothed to enter any area of the VR Experience Center. Guests without shirts, shoes, etc. will not be permitted to enter. Guests displaying obscene, indecent and/or inappropriate clothing are subject to management discretion and may be prohibited from entering or remaining at the VR Experience Center.
7. To ensure public safety during the experience held at the VR Experience Center, guests shall not bring any outside food with heavy smell or that could damage the costumes / tools at Han Fu Experience, or any item deemed by VR Experience Center to be dangerous or inappropriate or unnecessary items. Guests may discard or store items in the locker provided by the VR Experience Center.

### **During The Experience**

8. The experience including the rental of han fu costume and accessories only (within the date of rental), or plus hair and make-up services.
9. Each service requires a certain length of time to be finished and is not to exceed the time limit due to client delays either during or prior to hair or makeup application. The VR Experience Center shall not be liable for any delay or non-performance due to circumstances beyond the VR Experience Center's control.
10. Guests are required to sign the form of "Costume Loan and Declaration of Service" before the start of any service. No refund will be accepted if guests reject to the sign the form of "Costume Loan and Declaration".
11. Guests are required to fill up the "Costume Loan and Declaration of Service" form when handed over by the staff with true and complete information which would enable us to offer accurate consultation and services.
12. Guest must abide by the activity flow provided by the VR Experience Center and are not allowed to change the activity arrangements without authorization. If special needs is required, you should communicate with the VR Experience Center in advance and obtain permission.
13. Guests are responsible for keeping their personal belongings safe at all times whilst at the VR Experience Center. Neither Galaxy Entertainment Group nor the VR Experience Center shall be liable for the loss, damage or theft of any items.
14. Guests may not interfere with the activity, staff or makeup artist in any manner.

### **Han Fu Service**

15. All costumes and accessories are cleaned and sanitized before each new booking.
16. Each costume is limited, and some of the costumes have limited sizes, guests are recommended to approach our official WeChat account for reservation to avoid any disappointment.
17. For a better experience, guests are recommended to wear basic light-weight top and pants with light color and comfortable shoes. Thick cloths, jumpsuit, skirts and high heels are not recommended.
18. Guests are required to check the condition of the selected costumes before changing, as guests may be required to reimburse the VR Experience Center for any lost or damage of the costume or accessories after changing and before return with acceptance.
19. Rentals of costumes and accessories are included in the ticket fee, however extra security deposits of costumes and accessories are required and to be paid before leaving the venue. The amount of security deposit is subjected to the retail cost of the selected costumes / accessories.

### **Makeup and Hair-do Service**

20. All brushes and makeup products are kept sanitary and are sanitized between every makeup application. Makeup products used are hypoallergenic. If need, guests are recommended to ask for a sample test of makeup may be performed on the skin to test reaction.
21. If you have any allergy and required specific makeup product / any preference, you are recommended to bring your own product that you are familiar, then our Makeup Artist would be happy to use the product. However we cannot make guarantees surrounding quality for product(s) you supply for us to use. By making a booking / purchasing a ticket with us you acknowledge and accept this policy and release us from any liability if such a situation should arise. VR Experience Center also reserves the right to refuse to use your own makeup products or tools for unforeseen or unavoidable reasons.
22. For a better experience and ensure that the makeup stays on all day, guests are recommended to prepare their skin and hair night before the experience, it's essential to stay hydrated with good rest.
23. It's the guests' responsibilities to inform the VR Experience Center / Makeup Artist of any known condition, illness, allergy, skin sensitivity, conjunctivitis, eye styles/cysts, cold sores, open wounds/cuts on the face and neck, staph infection, head lice, or a flu or other contagious illness prior to the start of any service. The VR Experience Center cannot be held liable for any losses or damage that is incurred due to the Guest's failure to inform the VR Experience Center.

### **Costume / Accessory Return**

24. A compliance check will be carried out for each return item. Guests are strongly recommended not to use any escalator to avoid any damage of the costume. Also to pay attentions while dinning or drinking.
25. All items must be returned to VR Experience Center on or before the end of operation hours of date specified on the Costume Loan and Declaration Form of Service. A return appointment with VR Experience Center staff is required in order to check in your loan.
26. After all items are successfully checked in by VR Experience Center staff, without any loss or damage, your deposition will be returned to you, and your loan will be considered closed.
27. The individual signing the "Costume Load and Delegation of Service" form agrees that in the case of lost or damaged items, the damage deposit collected at time of load may be used to reimburse the VR Experience Center for the full replacement value of the item(s), as determined by VR Experience Center. If the full replacement value for lost and damaged items is great than the damaged deposit amount, additional payment be required. "In kind" replacement of lost or damaged items can be negotiated at the discretion of the VR Experience Center.

### **In The Public Area**

28. Guests may not engage in fighting, taunting, assault, intentional and unwanted physical contact with another guest, making threatening gestures, throwing objects or other behaviors deemed potentially detrimental to the experience of other guests. Those who engage in any of these actions will immediately be ejected from the event.
29. Smoking (including both electronic and lit cigarettes, cigars and pipes) is prohibited at the VR Experience Center in accordance to the law. Offenders may be removed from the venue and prosecuted.
30. For public safety, guests shall not deliberately cause obstructions at points of entry or exits, staircases, aisles, zone access points, emergency exits or access routes for emergency services within the venue. Visitors shall not impede, obstruct or detrimentally affect any user of these facilities.
31. Due to environmental, health and safety concerns, soliciting on VR Experience Center is strictly prohibited. This includes distribution of flyers, pamphlets, leaflets, brochures, gathering of signatures, picketing and unauthorized merchandise sales. Individuals distributing materials of any kind or soliciting will be ejected from the VR Experience Center.
32. Unauthorized banners, buntings, flyers or publicity materials of any kind may not be displayed in the venue without the permission of the VR Experience Center. VR Experience Center reserves the right to prohibit anyone from bringing any article or object into the venue.
33. By entering the venue, you consent and authorize VR Experience Center to photograph, film, videotape, record, reproduce, or broadcast your likeness, image and/or voice for any purpose without any payment or consideration arrangements and audience capacity.
34. In connection with safety and order in and around the venue, visible and non-visible cameras have been set up in various places. The recordings made with these cameras are not shared with third parties and are kept for a limited time, except to the extent that the recordings are necessary for the detection of possible disturbances, violations of law or other undesirable behavior. By accepting these conditions, participants agree that images can be made of them for the aforementioned reasons.

### **Liabilities**

35. Participants shall be fully responsible, irrevocably waive, exempt, release, discharge and hold harmless VR Experience Center from any and all liability for injury (including death) to oneself or others, any claim, loss, expense or cause of action arising out of any breach of the Terms and Conditions or the instructions of on-site staff, negligence or improper use of the facilities.
36. Participants are jointly and severally liable for damage resulting from loss, theft, or damage to the property or property (or staff) of VR Experience Center, as well as to any injuries caused to employees of VR Experience Center, irrespective of

whether the damage or injury is the result of any act or omission on the part of the ticket holder itself.

37. By entering the VR Experience Center, guests hereby acknowledge that they have read, understand and agree with all provisions herein and shall not have any recourse against Galaxy Entertainment Group for any losses, expenses, costs, damages, actions, demands, suits, claims and/or other liabilities arising thereof.

VR Experience Center reserves the right, at its absolute discretion and without a refund or cancellation exception, to terminate this service immediately for any breach of terms, or to refuse admission to any person and/or to eject any person from the venue if it considers that person to have failed to comply with the above Rules and Regulations, and if a person's behavior or conduct is causing, or is likely to cause (without limitation) damage, injury, nuisance, or distress to others.

These Terms and Conditions are governed by and construed in accordance with the laws of Macau SAR. Participants agree to submit to the exclusive jurisdiction of the courts of Macau for the purpose of resolving any dispute or claim arising out of or in connection with these Terms and Conditions.

VR Experience Center reserves the sole and absolute right to change these terms and conditions at any time without prior notice or recourse.

In the event of any inconsistency between the Chinese and the English versions of these Terms and Conditions, the English version shall prevail.

FOR PRC RESIDENTS ONLY: by agreeing to these Terms and Conditions, you actively, explicitly and voluntarily provide separate consent to VR Experience Center for each of the following: (i) to process any Data (as defined in the Privacy Policy), including sensitive Data, for the purpose of providing the aforementioned services and products to you, and to personalize such services and products according to your specific requirements and personal preferences; (ii) to share Data with third party processors; and (iii) to transfer Data abroad.