

"Love Between Fairy and Devil" VR Experience Center at Galaxy Macau

TERMS AND CONDITIONS OF VR EXPERIENCE TICKET SALE

Any purchase of a ticket and ticket holder from "Love Between Fairy and Devil" VR Experience Center at Galaxy Macau (hereinafter referred to as "VR Experience Center") is subject to: a) these Terms and Conditions of VR Experience Ticket Sale, b) "Love Between Fairy and Devil" VR Experience Center at Galaxy Macau – Guest Rules and Regulations, and c) any special conditions and/or restrictions which may be brought to your attention.

General

1. Please read these terms and conditions carefully before making a booking. By making a booking / paying a deposit fee you accept to comply with and agree to be bound by these conditions.
2. VR Experience Center's full terms and conditions relating to ticket sales and entry are available at the VR Experience Center's official website (XXXX@galaxymacau.com) 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 attend an activity or enter the venue.
4. Tickets should only be purchased through official ticketing channels listed on Galaxy Macau's official website. Any Ticket purchased through unofficial and/or unauthorized channels will be considered invalid and will not be accepted.
5. When purchasing tickets, the names and mobile phone numbers of the guests to the VR Experience Center must be provided. Please ensure that the information provided is accurate, true and complete. If the information submitted is untrue or inaccurate, entry to the VR Experience Centre may be denied without refund or compensation.
6. Advance reservations are recommended, walk-in entries are available on a first-come, first-served basis, subject to availability.
7. 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 venue without refund or compensation.

Limitations

8. For safety reasons, guests under 5 years old or under 1.2m height are not permitted to participate in this activity. It is the responsibility of the accompanying adult / bearer to determine the suitability of the activity for any children attending. No refund is available in circumstances where the accompanying adult / bearer

- decides, following the purchase of a Ticket, that the activity is not suitable for children or any other person for whom Tickets were purchased or intended.
9. The VR equipment used by this venue is PICO 4 (enterprise). The equipment does not have a myopia adjustment function. The helmet can support the wearing of most standard glasses with a frame width less than 150mm. Attendees are advised to wear suitable glasses or contact lenses for the activity.
 10. For safety concern, individuals with any health conditions or physical discomfort should not participate in this activity. Pregnant women, individuals with high blood pressure, heart conditions, neck or back problems, motion sickness, dizziness, or epilepsy, claustrophobia, contagious skin diseases or those who have consumed alcohol or medication are advised not to participate in this activity. If in doubt, please consult a doctor before booking.

Refund, Exchange and Cancellation

11. Tickets cannot be exchanged, cancelled or refunded after purchase unless the activity is cancelled or rescheduled, or where there is a material change to the activity.
12. VR Experience Center reserves the right to cancel any booking or purchase which is reasonably suspected to have been purchased through the use of ticket bots, websites or other automated devices, or via any other illegal or unauthorized means. VR Experience Center only accepts Tickets bought from the official website and official sales points.
13. Tickets 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 may be cancelled without a refund and the ticket holder may be refused admission.
14. It is the sole responsibility of the Ticket holder to make travel arrangements to and from the VR Experience Center. 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. VR Experience Centre shall not be liable for loss and damages you may incur as a result.
15. In the unlikely event that your booking is cancelled for unforeseen or unavoidable reasons, all monies paid shall be refunded to you. No further compensation will be offered.
16. If an activity is cancelled, rescheduled or postponed, please contact your point of purchase for details of your ticket agent's refund and/or exchange policy.
17. Refunds shall only be made to the purchaser of the Tickets, using the same method of payment to the extent possible, according to the records of the VR Experience Centre.
18. For the health and safety of our staff and our other guests, VR Experience Center reserves the right to cancel all and any booking for any activity should any guest develops or has a transmitted infection including but not limited to a skin infection

or similar, vomiting and suspicious rash on the day of the activity. In these and similar situations the VR Experience Center reserves the right to charge the guest in full for the activity. The guest could also be held liable for any costs incurred for sanitization or sterilization of the VR Experience Centre or any loss and damages as a result of the suspension of any activity arising therefrom.

Reschedule

19. You are advised to arrive at the venue 15 minutes / sufficient time prior to the start of an activity. Failure to arrive on time may result in activity time being delayed or refused, without refund.
20. Any change or deviations from the booking time or in the number of guests, may result in delay, time allowance for the activity shortened or cancelled. Although the VR Experience Centre shall make every effort to accommodate all parties, we adhere to the first come first serve policy, customers are attended to in accordance with their bookings, therefore, guests who do not adhere to their original booking times may be denied of entry or participation of the activity at the sole discretion of VR Experience Centre.

Lost and Damage

21. Tickets damaged, manipulated, copied, handwritten, forged, water damaged and/or altered in any way, or containing any computer programming, printing, mechanical or typographic error, will be considered invalid and will not be accepted. Defacing a Ticket or removing a Ticket stub will invalidate the Ticket. You must present a valid Ticket to gain entry to the venue 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 without refund or compensation.
22. 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

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

Liabilities

24. For certain activities, additional restrictions may apply. Where a restriction applies to the number of Tickets that may be purchased (whether per person or per credit card) and if Tickets are purchased in violation of this restriction, VR Experience Center may at its sole and absolute discretion cancel such tickets.
25. 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 as a result of the use of any

- products and/or equipment provided by VR Experience Center. Guests participate in any activity or use any products at the VR Experience Centre at your own risk. If you have any doubts or suspect any issue that may arise as a result from the use of any products or equipment at the VR Experience Centre, please consult VR Experience Centre prior to ticket purchase. This include but not limited to all kinds of sensitivities, allergies, contagious illness and health conditions.
26. The VR Experience Center is not liable for any injury, health issue that occurs at the VR Experience Centre or as a direct or indirect consequence of participating any activity or use of any products in the VR Experience Centre including any preexisting medical conditions that were not known by the guest and the guest's failure to inform the VR Experience Center of any known condition, illness, allergy, skin sensitivity, conjunctivitis, open wounds/cuts on the face and eye, staph infection, head lice, or a flu or other contagious illness.
 27. 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.
 28. 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 VR EXPERIENCE CENTER

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 advised to arrive at the VR Experience Center 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. Guest may reschedule your pre-booked activity on the official WeChat account 2 hours prior to the original time booked on the ticket, subject to availability.

3. All guests are 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 must present valid tickets on entry of the VR Experience Center through designated entrances. One ticket is required for each guest, regardless of age.
5. VR Experience Center reserves the right 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. Guest who causes a disturbance, acts inappropriately or refuses to comply with requests of 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, Guests must be fully clothed to enter any area of the VR Experience Center. Guests without shirts, shoes, etc. or guests with sandals, slipper, flip-flops will not be permitted to enter. Guests in obscene, indecent and/or inappropriate clothing may be prohibited from entering or remaining at the VR Experience Center at the sole discretion of the VR Experience Centre.
7. To ensure public safety during the activity held at the VR Experience Center, guests shall not bring any type of bags, any type of photography or recording device, any item deemed by VR Experience Center to be dangerous or inappropriate or unnecessary into the game venue. Guests may discard or store items in the locker provided by the VR Experience Center.

During The Experience

8. Guests are required to switch off all watch alarms, and set mobile telephones and audio devices to silent mode during the activity.
9. Guests are responsible for keeping their personal possessions 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.
10. Each activity requires a certain length of time and is subject to a time limit and shall not be extended due to client delays either during or prior to activity. The VR Experience Center shall not be liable for any delay or non-performance due to circumstances beyond the VR Experience Center's control.
11. Guests 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 arrangements need to be made, you should communicate with the VR Experience Center in advance and obtain permission.
12. Guests may not interfere with the activity or performers in any manner.
13. Please be aware that the program's special effects may include smoke, special lighting and laser effect, water and special cooling effect.

14. The VR experience may cause slight dizziness or eye fatigue. It is recommended to take a proper rest after playing and relieve eye fatigue through eye exercises or watching distant objects. If you feel any physical discomfort, please stop refrain from the activity and notify our staff immediately.
15. In case of any abnormalities or malfunctions in the facilities and/or equipment in the venue during operation, the activity may be suspended and the facility be shut down for inspection. Guests must cooperate with and adhere to the guidance of on-site staff.
16. No deposit is required for the participation of any activity in the VR Experience Centre, the ticket price includes the rental of VR equipment-PICO 4 (enterprise). Guests shall be liable for any damage caused to such equipment, and compensate VR Experience Centre based on the centre's published price.

Behaviour in The Public Area

17. 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.
18. Smoking (including both electronic and lit cigarettes, cigars and pipes) is prohibited at the VR Experience Center in accordance with the law. Offenders may be removed from the venue and prosecuted.
19. 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.
20. Due to environmental, health and safety concerns, soliciting at 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.
21. 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.
22. Unauthorized recording (both video and sound), filming or photography are not allowed in the VR Experience Center during the activity.
23. 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.
24. 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

25. Participants are jointly and severally liable for damage resulting from loss, theft, or damage to the property or property of (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.
26. 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.
27. 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 the VR Experience Center and/or 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 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.