

SIA RTU-BT1

Uniform registration No. 40003325653, Ķīpsalas iela 8, Rīga, LV-1048

APPROVED BY
Board chairman

V. Tīle
on 13 March 2023

Internal Rules of Conduct

1. ABBREVIATIONS and DEFINITIONS OF TERMS

SIA RTU-BT1 is limited company (SIA) RTU-BT1, registration No. 40003325653, registered address: Ķīpsalas iela 8, Rīga, LV-1048, Latvia.

EC refers to the buildings of the exhibition centre and the land adjacent to them, located at Ķīpsalas iela 8, Rīga, Latvia.

Event is an exhibition, music concert, sports, entertainment or any other event held at EC.

Organiser is a natural individual or legal entity who organises an Event in EC.

Ticket is a paper ticket, an electronic ticket, a wristband, or another type of identification that entitles its holder to attend an Event.

Entry Pass is a paper entry pass, electronically readable code, a wristband, or another type of identification mark issued by the exhibition Organiser.

Ticket Seller is a legal entity that is entitled to sell Tickets to an Event.

Visitor is any person who intends to visit or visits an Event at EC.

Participant is a participant of an exhibition or Event.

Rules are these Rules for EC Visitors.

Vehicle refers to any type of vehicle (car, bicycle, motorcycle, moped, etc.) that is parked or is being parked in the car park on the EC grounds.

2. APPLICABILITY

2.1. The presence and activities of Visitors and Participants at EC are governed by these Rules, as well as the laws and regulations in effect in the Republic of Latvia. When the Visitor/Participant purchases Tickets and/or enters or attempts to enter EC, it is assumed that the Visitor/Participant has familiarised themselves with and accepted these Rules, as well as the laws and regulations of the Republic of Latvia.

2.2. Organisers and/or Ticket Sellers may have their own rules and requirements, which, in addition to these Rules, must be followed by Visitors when attending Events at EC. If there are contradictions between these Rules and the rules and requirements of the Organisers and/or Ticket Sellers, these Rules shall take priority.

3. AMENDMENTS

3.1. These EC Rules may be amended at any time to reflect changes in the internal regulations of SIA RTU-BT1 or EC, changes in the contracts concluded by EC with Organisers and Ticket Sellers, changes in occupational safety, health safety, and other general safety and protection procedures and changes in the relevant laws and regulations.

3.2. Each EC visit will be assessed according to the Rules in effect at the time of the visit in question. It is the responsibility of each Visitor or Participant to familiarise themselves with the current Rules before entering EC and the Event, so that the Visitor or Participant is informed of any changes to these Rules.

4. TICKETS, ENTRY PASSES

4.1. Tickets may be in paper form, in electronic form (barcode on mobile devices), in the form of wristbands, or in any other form that may be implemented over time to enable Visitors to attend Events. Once purchased, Tickets may not be cancelled or exchanged other than in accordance with these Rules or in accordance with the terms and conditions of the Ticket Seller from which the Tickets are bought. A Ticket only having one of the forms listed above does not mean that the Visitor is automatically allowed to attend the corresponding Event; it is also necessary to confirm the validity of the Ticket, or the right of the Ticket bearer to attend the specific Event with the specific Ticket.

4.2. The procedure for issuing and receiving Entry Passes for Participants is regulated by the rules prepared and adopted by the Organiser. The Organiser of the exhibition or event briefs the Participants on these rules.

4.3. Only persons with valid Tickets are admitted to Events at EC. The Visitor must keep their Ticket throughout the Event and during the entire visit to EC.

4.4. The Visitor must keep their Tickets intact. The Visitor's Ticket may be declared invalid if it is damaged, torn, altered (stained, crumpled, spilled on, part torn off, etc.). Tearing off the physical ticket stub renders it invalid. Tickets are not refunded if lost or stolen. EC, SIA RTU-BT1, the Organiser, and the Ticket Seller cannot be held liable for the loss or theft of a Ticket.

4.5. Possessing or holding a Ticket does not grant any right to use, alter, copy, or act otherwise in any way with any symbol, trademark, logo, and/or any other copyrighted intellectual property displayed on that Ticket or used in connection with the Event. Tickets may not be used for advertising, contests, betting, or other commercial purposes without the prior written consent of EC, the Organiser, and the Ticket Seller.

4.6. Each Ticket provides the Visitor with the right to be in a certain seat or parking zone according to the price of the Ticket and the zone or seat specified in the Ticket. EC and the Organiser reserve the right to provide alternative seats if, for organisational or technical reasons, it is not possible to enable the Visitor to take the seats or zones indicated in the Ticket. Under such circumstances, EC and the Organiser will do their best to provide the Visitor with equivalent seats or zones, in which case EC and the Organiser will be deemed to have fulfilled their obligations to the Visitor, with the Visitor waiving any kind of claims or complaints against EC and/or the Organiser.

4.7. The Organiser may choose the Ticket Seller to sell entry tickets to the Event. To verify whether the party offering the Tickets is allowed to do so, please contact SIA RTU-BT1 or the Event Organiser.

4.8. Both EC and the Event Organiser may refuse entry to EC if there are reasonable grounds to believe that the Tickets presented have been purchased from unauthorised Ticket Sellers or other unauthorised sources, or if these Tickets have been copied or otherwise counterfeited.

5. AGE LIMITS AND CHILDREN

5.1. The Organiser determines whether children may enter the Event free of charge, and from what age. Tickets for some Events must be purchased for everyone, regardless of their age. Please contact the Ticket Seller or the Event Organiser to clarify the rules for purchasing the Tickets.

5.2. The Visitor must be aware that the presence of minors at the Event location is governed by the relevant laws and regulations of the Republic of Latvia. According to the current regulations, a child who has not reached the age of 16 may not be in a public place at night (from 22:00 to 6:00) without the presence of parents, guardians, foster family, head of a child care institution, or an adult authorised by these individuals.

5.3. Certain Events may have age restrictions for those who wish to attend them, and the person purchasing the Tickets for themselves or for other people is responsible for complying with the age restrictions. When attending an Event with age restrictions, the Visitor must produce a personal identification document with a photo confirming their age on request. EC and the Organiser reserve the right to refuse attendance at the Event without any form of compensation to any person who is unable to produce such a document.

5.4. It is the responsibility of the Visitor, as well as the person who purchases Tickets on behalf of the Visitor, to make sure that the Event is suitable for children, regardless of age restrictions, as well as whether the Event's venue is suitable for children.

5.5. EC and the Organiser do not recommend exposing children to loud music or noise for longer periods. If children attend such Events, we recommend using hearing protection. We advise Visitors to keep in mind that concert environments are not suitable for small children.

5.6. Except for Events specifically intended for children, adults must ensure that their children do not disturb other Visitors. EC and the Organiser reserve the right to remove parents with children from the Event if they disturb other Visitors.

6. ACCESSING EC

6.1. The Visitor/Participant must present a valid Ticket/Entry Pass to enter EC. The Visitor/Participant must be able to produce a valid Event Ticket/Entry Pass on request. Failure to produce a Ticket or Entry Pass may result in the removal of the Visitor or Participant from EC.

6.2. Inspection of personal belongings is a prerequisite for entering EC, and performed to ensure the safety of Visitors while in EC. Security officers may inspect clothing, bags and their contents, and other items indicated at the reasonable discretion of EC and/or the Organiser, both on entering and leaving EC.

6.3. EC and the Organiser reserve the right to prohibit bringing to EC:

6.3.1. objects that are or may be prohibited by laws and regulations. Anyone who is found to be in possession of illegal or contraband goods may be held administratively or criminally liable;

6.3.2. weapons, ammunition, explosives, horns, whistles, drums, selfie sticks, explosive and pyrotechnic products, flammable and poisonous substances, psychotropic and narcotic substances, flagpoles, professional photo and video equipment (with removable lenses), food and drinks of any kind, except for liquids intended for feeding babies, large umbrellas or any other objects that, in the opinion of EC or the Organiser, may cause danger or disturbance to other Visitors, the Event, or EC;

6.3.3. objects that are prohibited from being brought into EC by the Event performers or their management, as well as the Event Organisers.

6.4. While at EC, visitors are responsible for their own personal belongings. Neither SIA RTU-BT1 nor the Organiser accept any responsibility for any property that is lost, stolen, or damaged during an Event at EC. The Visitor takes all responsibility for any items they leave at the entrance/exit or with security staff.

6.5. Attending Events at EC with pets is not allowed, except for specialised pet shows.

6.6. Visitors may be denied entry to EC, or may be removed from the Event without any compensation for such removal, if the Visitor refuses to leave the prohibited items specified in Section 6.3 with the staff of EC or the Organiser, or if the Visitor does not agree to undergo an additional search, or if, in the reasonable opinion of EC and the Organiser, the Visitor's behaviour:

6.6.1. creates risks for their health and safety and the health and safety of other Visitors to the Event;

6.6.2. affects the ability of other Visitors to enjoy the Event;

6.6.3. affects the course of the Event;

6.6.4. may damage or damages the property of EC or the Organiser;

6.6.5. violates laws or regulations;

6.6.6. violates these Rules or any other binding rules that must be followed during the EC Event, such as disobeying notices posted by EC prohibiting:

— the entering of the backstage area or premises closed to Visitors;

— standing on escape routes;

— climbing on the structural elements of the building;

— throwing objects or substances on the stage or into the crowd, or at any other Visitor;

— smoking in unauthorised locations;

— other similar actions arising from the particular nature of the Event.

6.7. If the Visitor has any disagreements or problems, they must immediately contact the nearest usher, security guard, or other employee of EC or the Organiser, so that the disagreement and problem can be resolved immediately. Visitors must be aware that resolving disagreements or complaints after the Event is difficult.

7. EVENTS

7.1. If the Visitor leaves EC after entering it, then the Visitor must purchase a new Ticket. Deviations from this point may be allowed in certain cases, at the discretion of EC and the Organiser.

7.2. Event Visitors are entitled to stand up and stand during the Event, even if they are at the seats. This may block the view of other Event Visitors. Visitors are not compensated for Tickets if the visibility of the Event is restricted in this way.

7.3. On the ground floor, the seats are on the same level and if the Visitor believes that the visibility of the Event is obstructed in this way, this does not constitute acceptable grounds for claims or demands for compensation.

7.4. It is not possible to enter EC before the specified EC door opening time.

7.5. At certain Events and at the request of Event performers, Visitors who have missed the start of the Event may not be allowed into the hall until a suitable break or intermission. No Visitor complaints pertaining to the above are accepted.

7.6. The use of photo, video, and sound recording equipment is prohibited in EC, except for with the prior written approval of EC or the Organiser.

7.7. Visitors must follow the information signs posted by EC and the Organiser at EC, and obey the instructions and instructions of EC ushers, other staff of EC or the Organiser, or security guards.

7.8. All published Event start, intermission and end times, as well as EC door opening times, are approximate and subject to change without prior notice. It is the Visitor's responsibility to ensure that they arrive at EC in time for if the Event starts earlier, and to be able to stay longer at EC if the Event extends beyond the previously specified Event end time. EC and the Organiser do not bear any kind of financial liability if the Visitor suffers financial losses due to changes to the start or end time of the Event, including if this has affected the Visitor's satisfaction with the Event.

7.9. During the events, EC security staff are provided by a licensed security company hired by the Organiser. EC does not accept liability for the staff of the security company, its decisions or actions. If there are complaints or questions, please contact the Event Organiser or the security company contracted by it.

7.10. Video surveillance takes place continuously on the grounds and the premises of EC. During the event, filming and photographing may also be done by EC, the Organiser, the Event performers, and other authorised parties. By purchasing a Ticket to an Event and/or visiting EC, the Visitor accepts that they may be photographed and filmed, that their image may be used in films, photographs, audiovisual recordings, that all rights to such materials and their use belong to EC or a third party duly authorised, that such materials (excluding materials recorded by the built-in video surveillance system of EC and materials filmed by the security provider) may be used by EC, the Organiser, or a duly authorised third party at its discretion worldwide in any media for advertising or other purposes, as well as for commercial purposes such as DVD releases, without any compensation or remuneration for this payable to the Visitor.

7.11. The Visitor must leave EC calmly and without making noise, respecting other Visitors and the residents of the buildings surrounding EC.

8. HEALTH AND SAFETY

8.1. In the event of an emergency, the Visitor must follow the instructions and directions issued by the EC staff, security officers, or other authorised individuals.

8.2. Smoking is prohibited inside EC. Smoking is only allowed in the outdoor locations specifically designated and set up for that purpose.

8.3. Visitors must note that prolonged exposure to loud noise that may be present during the Event may result in hearing damage, and that flashing lights may be used during the Event. Visitors are responsible for the effects of these phenomena on their health.

8.4. If Visitors have any special requirements or needs pertaining to their access to EC and the Event, they must contact EC before purchasing their Tickets to ensure that EC can meet these requirements. Otherwise, EC may refuse to provide certain services without prior arrangement.

9. FOOD AND BEVERAGES

9.1. It is forbidden to bring any food or beverages into EC (except for those intended for feeding babies). It is possible to buy a variety of food and beverages at EC.

9.2. The bottles of the beverages sold in EC have their corks/caps removed, the cans are opened, or the beverages are poured into plastic cups to reduce the risk of bottles and cans falling onto the floor,

impeding Visitor movement and becoming a trip hazard, and to prevent them from being thrown at Visitors or on the stage. At certain Events, all drinks may be poured into plastic cups.

9.3. Alcohol is only sold to persons that are at least 18 years of age; in addition, Visitors must be ready to produce an identification document at the seller's request, so that the seller can verify the buyer's age.

9.4. EC may refuse to sell alcoholic beverages to a Visitor if the Visitor is in a state of excessive intoxication, or the sale of alcoholic beverages may cause the Visitor to become excessively intoxicated.

10. SALE OF GOODS, SOUVENIRS

10.1. On the premises and the grounds of EC, it is forbidden to sell or distribute tickets, food, beverages, or any other kind of goods, to distribute any kinds of advertising and marketing materials, to conduct advertising and marketing campaigns without prior written approval of the management of SIA RTU-BT1.

11. EVENT CANCELLATION AND POSTPONEMENT, EVENT CHANGES

11.1. If the Event is cancelled or postponed, the Visitor may receive compensation for the Tickets purchased and/or replace the Tickets, in accordance with the rules of the authorised Ticket Seller or Organiser. In such cases, the Visitor must contact the Ticket Seller and/or Organiser.

11.2. The Visitor must confirm the schedule, cancellation, or postponement of the Event on the website of EC, the Organiser, or the Ticket Seller. Information about such changes will be published on the EC website as soon as possible, but it must be taken into account that such changes can be unpredictable and sudden, meaning that the posting of this information on the website may be delayed.

11.3. EC does not accept liability and does not pay any compensation to the Visitors in the situation where the Organiser or performers at the Event make any changes that pertain to the Event schedule, performances, performance equipment, etc., indicated in the Ticket or any other information published about the Event. The Visitor, if they have complaints, must contact the Event Organiser.

12. USE OF EC CAR PARK

12.1. EC may provide the EC parking service independently or through authorised third parties. In addition to the provisions below, Visitors also must follow the rules governing the use of the parking spaces issued by that authorised third party.

12.2. When using the car park, when accessing it or leaving it, Visitors must comply with the rules for using the EC car park specified in these Rules, as well as the special rules for using the car park, if issued in addition to these Rules, as well as the rules, instructions, and signs for using the car park posted at the entrance to the car park or the exit from it, as well as within the car park.

12.3. Visitors must note that public car parking spaces are available to everyone. The EC staff or staff of another third party authorised for this purpose, who manage the operation of the car park, monitor to ensure that there are no persons in the car park who behave or act in a way that may damage Visitor vehicles or the equipment of these vehicles, or result in theft of the vehicles. However, Visitors must take into account the fact that such situations cannot be completely prevented, and EC cannot guarantee complete safety for the Visitor in this respect. Thus:

12.3.1. in accordance with the laws and regulations of the Republic of Latvia, EC, its employees, and its authorised representatives, only assume liability for any loss, damage, theft of Visitor vehicles parked in the car park and the equipment of these vehicles, if it is demonstrated that such damage, loss, or theft was caused as a result of an illegal activity by EC, its employees, or authorised representatives;

12.3.2. in accordance with the laws and regulations of the Republic of Latvia, EC, its employees, and authorised representatives, assume liability for the death of persons or personal injury caused in the EC car park, if it is demonstrated that the death or injuries occurred as a result of illegal activities (as defined in the laws and regulations of the Republic of Latvia) by EC, its employees, or its authorised representatives.

12.4. It is the Visitor's responsibility to ensure that the following is done when leaving the vehicle:

12.4.1. the vehicle is locked;

12.4.2. the vehicle windows are shut;

12.4.3. if the vehicle is equipped with security systems, they must be activated and in good working order;

12.4.4. if possible, do not leave any belongings in the vehicle; in particular, make sure that such belongings are not left in places visible from the outside of the vehicle.

12.5. If the Visitor notices damage in a vehicle or its equipment, or a vehicle theft, they must immediately report this to the State Police and the EC staff, unless the laws and regulations state that reporting to the State Police is not required in such cases. The Visitor is also responsible for notifying their insurance provider in accordance with the contracts concluded with it.

12.6. If the Visitor finds that they have a claim against EC, its employee, or authorised representative in accordance with these Rules, the Visitor must submit a written notification to EC within seventy-two (72) hours after the corresponding theft, damage, or loss takes place, including all the evidence available to the Visitor at the time.

12.7. When driving through the car park in a vehicle, the Visitor must follow the road signs, as well as other signs and instructions posted at the car park or issued by the staff of EC or another party authorised to do so, including the signs indicating the place marked for parking the vehicle. Visitors moving through the car park on foot are also responsible for following the car park rules to the extent that the rules apply to them.

12.8. The Visitor is held fully liable for situations, in which the Visitor themselves or using a vehicle they own or hold has caused damage to another vehicle or any person who is in or travelling through the EC car park.

12.9. The Visitor must purchase a ticket to enter or leave the EC car park, if required. The rules for prices, purchasing, and use of tickets, entry passes, subscriptions, and other types of access are determined in the special terms and conditions or posted at the entrance to the EC car park.

12.10. The EC staff may remove from the car park and from EC any person who does not comply with these Rules or other rules that apply to the EC car park, including those that require the Visitor to remove their vehicle from the EC grounds at any time. If the Visitor does not comply with this requirement, EC may tow the vehicle at the expense of the Visitor.

13. LIABILITY

13.1. If EC breaches its obligations to the Visitor under these Rules, which results in damage to the Visitor, the Visitor may be entitled to claim compensation; however:

13.1.1. EC is only liable for loss or damage caused to the Visitor in the amount equal to the face value of the Visitor's Ticket;

13.1.2. EC is not liable for damage or expenses incurred by the Visitor in connection to visiting EC and the Event, to any cancellation or rescheduling of the Event, such as travel, accommodation, and living expenses.

13.2. In the context of these Rules, 'force majeure' refers to any circumstance beyond the control of EC or the Organiser, including, without limitation, war, riots, terror attacks, fires, explosions, floods, national mourning events, malicious damage, strikes, blocking of access to EC, weather, as well as laws, regulations, and orders issued by national and local government institutions. Neither EC nor the Organiser are liable to the Visitor for any act or omission caused or affected by force majeure.

13.3. Sections 13.1 and 13.2 of these Rules cannot be interpreted in such a way that they exclude or limit the liability of EC for the death or personal injury of the Visitor caused by any illegal activity by EC, confirmed in accordance with the laws and regulations of the Republic of Latvia.

14. MISCELLANEOUS

14.1. As far as it is legally allowed, EC may freely transfer its rights and duties arising from these Rules to third parties, ensuring that the rights of Visitors are not violated by this.

14.2. If one of the provisions of these Rules becomes invalid in accordance with an effective decision of a national or local government authority or institution, or a court judgment, the provision is replaced, amended, or expanded in such a way so as to maintain the validity of the remaining provisions of these Rules.

14.3. If EC or the Organiser is late in implementing any of these provisions, this does not mean that EC has waived its right to implement them.

14.4. These Rules have been prepared in accordance with the laws and regulations applicable in the Republic of Latvia. Any disputes are resolved in the courts of the Republic of Latvia.

15. DURATION

15.1. The version of these Rules specified above takes effect on 13 March 2023 and is valid until these Rules are replaced by a new version, amended, or revoked.