



## BUYER TERMS & CONDITIONS

### 1. DEFINITIONS

- 1.1 "ILTM Latin America" or "Exhibition" means the International Luxury Travel Market Latin America to be held at Bienal Pavilion, São Paulo, Brazil from 08<sup>th</sup> – 11<sup>th</sup> May 2018 which is owned and organised by Reed Exhibitions Alcantara Machado (Reed Exhibitions).
- 1.2 "Buyers", "Buyers (with flights)" or "Buyers (without flights)" means the person, accepted by Reed Exhibitions, who will attend the Exhibition as a buyer of luxury travel products where complimentary accommodation, transfers and/or flights may be provide by Reed Exhibitions at its sole criteria and discretion.
- 1.3 "Executive Buyer" means the person, accepted by Reed Exhibitions, who will be granted access to the Exhibition as a buyer of luxury products and services on a non-hosted basis (i.e. without complimentary flights, transfers or accommodation provided by Reed Exhibitions).
- 1.4 "Pre- Scheduled Appointment System" means the appointment system operated by Reed Exhibitions to co-ordinate the appointments of the Buyer during the Exhibition.
- 1.5 "ILTM Latin America Team" means the ILTM Latin America exhibition team at Reed Exhibitions Limited of Rua Bela Cintra 1200, Cerqueira César, São Paulo – SP, 01415-001, Brazil.
- 1.6 Invitations to Buyers are at the discretion of the ILTM Team, who will qualify and define participation format and invitation inclusions.

### 2. PARTICIPATION FORMAT

#### 2.1 BUYERS APPOINTMENT ONLY

"Buyers" will receive from the ILTM Latin America Team complimentary:

- Entry to the ILTM Latin America Opening Session on 08<sup>th</sup> May, 2018;
- Pre-scheduled appointments from 09<sup>th</sup> – 11<sup>th</sup> May 2018;
- Entry to official ILTM Latin America evening party and ILTM Latin America networking events.

#### 2.2 BUYERS FULLY HOSTED (WITH FLIGHTS)

"Buyers Fully Hosted (with flights)" will receive from the ILTM Latin America Team complimentary:

- Roundtrip economy flights from selected airports to GRU airport;
- Up to 4 nights accommodation on single basis with breakfast at one of the ILTM Latin America Team's preferred hotels;
- In/Out transfers from GRU Airport for buyers;
- Entry to the ILTM Latin America Opening Session on 08<sup>th</sup> May, 2018;
- Pre-scheduled appointments from 09<sup>th</sup> – 11<sup>th</sup> May 2018;
- Entry to official ILTM Latin America evening party and ILTM Latin America networking events.



## 2.3 BUYERS SEMI HOSTED (WITHOUT FLIGHTS)

"Buyers Semi hosted (without flights)" will receive from the ILTM Latin America Team complimentary:

- Up to 4 nights' accommodation on single basis with breakfast at one of the ILTM Latin America Team's preferred hotels;
- Entry to the ILTM Latin America Opening Session on 08<sup>th</sup> May 2018;
- Pre-scheduled appointments from 09<sup>th</sup> – 11<sup>th</sup> May 2018;
- Entry to official ILTM Latin America closing party and ILTM Latin America networking events.

## 2.4 EXECUTIVE BUYER

For a fee of US\$ 150, Executive Buyers will receive from the ILTM Latin America Team:

- Entry to the ILTM Latin America Opening Session on 08<sup>th</sup> May 2018;
- Entry to official ILTM Latin America closing party and ILTM Latin America networking events.

**Executive Buyers** are expected to:

- Arrange their travel and accommodation to ILTM Latin America independently and at their own cost (if necessary);
- Ensure the fee of US\$ 150, is paid to the ILTM Latin America Team. The ILTM Latin America Team shall take the payment from the Executive Buyer's credit card upon qualification (details of which must be provided by the Executive Buyer upon registration). All payments will be processed in BRL according to Brazil Central Bank exchange rate of the day.

## CONDITIONS TO ALL BUYERS

As a condition of receiving the complimentary services from the ILTM Latin America Team, Buyers Appointment Only, Buyers Fully Hosted (with flights) and Buyers Semi Hosted (without flights) will be required to:

- Actively participate in the Pre-Scheduled Appointments Programme, i.e. selecting at least the minimum required number of appointment preferences within a specified timeframe;
- Attend all meetings, networking and educational sessions scheduled by the ILTM Latin America Team and included by the ILTM Latin America Team in their diary;
- Wear business casual dress as a condition of entry to the Exhibition.

Failure by any person to comply with the requirements stated above may result in a review of the person's Buyer status and / or exclusion from future ILTM Buyer Programmes without refund of any sums that may have already been paid by that person.

A significant shortfall by the Buyer on the minimum commitment with respect to attending appointments shall be treated by the ILTM Latin America Team as a cancellation and cancellation fees will apply (see "Cancellations" section below). Attendance at the above will be monitored on site by the ILTM Latin America Team.



**3. TRAVEL AND ACCOMMODATION (VALID TO FULLY HOSTED AND SEMI HOSTED BUYERS ONLY)**

Allowing greater flexibility, Buyers are responsible for booking their own flights. The ILTM Latin America Team will supply the Buyer with a return flight rebate from an agreed point of departure to GRU Airport as per below:

<b>Countries</b>	<b>Flight Rebate Amount</b>
<b>Argentina</b>	USD 420
<b>Barbados</b>	USD 1.200
<b>Chile</b>	USD 400
<b>Colombia</b>	USD 750
<b>Costa Rica</b>	USD 1.050
<b>Ecuador</b>	USD 750
<b>Guatemala</b>	USD 1.200
<b>Mexico</b>	USD 1.200
<b>Paraguay</b>	USD 380
<b>Peru</b>	USD 670
<b>Dominican Republic</b>	USD 1.150
<b>Puerto Rico</b>	USD 1.150
<b>Uruguay</b>	USD 455
<b>Venezuela</b>	USD 1.000

3.1 All flights shall arrive to GRU Airport on May 8<sup>th</sup> the latest, and shall depart from May 12<sup>th</sup> onwards. Please note that these arrangements are non-transferable. The flight times must be allocated to ensure full participation at the Exhibition. Any additional costs in reaching the agreed departure airport will be the responsibility of the Buyer.

3.2 The flight rebate value shall be calculated by the ILTM Latin America Team based on airfare plus boarding taxes only; excluding commissions and other taxes.

3.3 The flight rebate shall be paid within up to 30 days after ILTM Latin America and by invoice only.

3.4 To apply for flight rebate payment, Buyer will need to provide the following:

- A copy of your air ticket where the total amount paid appears
- Your company's bank details
- An invoice in USD in the value of your approved rebate amount to:

**BNetwork**

**1**

**06400 Cannes - France**

**Rue**

**Raphaël**

3.5 In case the Buyer fails to deliver all items requested on paragraph 3.4 within the period of 40 days after the event, or in case the documents presented do not meet minimum requirements, ILTM reserves the right not to pay the flight rebate in question.



- 3.6 In case of cancellation or no-shows at ILTM Latin America 2018, the flight rebate will be automatically cancelled.
- 3.7 Reed Exhibitions takes no responsibility for Buyers who miss their ILTM flights. Any replacement flights will be at the expense of the Buyer.
- 3.8 The ILTM Latin America Team will provide the Buyer Fully Hosted with in/out transfers to/from GRU airport to their accommodation in São Paulo, as long as the arrival flight is on May 8<sup>th</sup> and the departure flight is on May 12<sup>th</sup>.
- 3.9 Flights scheduled on different dates will not contemplate airport transfers. Transportation will be either by car or minibus.
- 3.10 The LTM Latin America Team will provide the Buyer Fully Hosted and Buyers Semi Hosted with up to 4 nights' accommodation in São Paulo between the dates of May 08th-12th. This will be on a single occupancy bed and breakfast basis. The ILTM Latin America Team will not be responsible for extra room costs incurred during the stay. Any room upgrades will be solely at the discretion of the hotel management.
- 3.10 Buyers Fully Hosted must obtain and be responsible for adequate insurance coverage and the appropriate inoculations for their stay. It is recommended to have adequate cancellation insurance, insurance for baggage and also for any medical eventualities.
- 3.11 Whilst the ILTM Team will use their reasonable endeavours to provide assistance, any delay or loss of baggage will solely be the responsibility of the airline and any subsequent dispute shall be directly between the traveler and the airline.
- 3.12 Reed Exhibitions shall have no liability to the Buyer Fully Hosted (with flights) if Buyer refused permission to board the aircraft or is refused entry to Brazil or denied a visa.

#### **4. CANCELLATION & REPLACEMENTS FOR ALL BUYERS**

- 4.1 Replacements: Invitations to all Buyers are non-transferable. In instances where any Buyer needs to cancel their participation, they may request that a colleague from their organisation attends as a replacement. On the condition that the replacement is accepted by the ILTM Latin America Team, a cancellation fee will not apply.
- 4.2 Cancellation of attendance: whilst not encouraged, all Buyers may cancel their attendance to the Exhibition with no penalty before 05th March 2018. Cancellations received on or after 05th March 2018 will incur a fee of US\$800.
- 4.3 All cancellations must be received by the ILTM Latin America Team in writing and must be acknowledged by the dates specified above.
- 4.4 No Show: Any Buyers who does not inform the ILTM Latin America Team of their cancellation and does not attend ILTM Latin America without prior notice will incur a no show fee of US\$ 900.
- 4.5 No show to Appointments: All Buyers are required to attend all meetings that appear in their final diary as any no show will negatively affect the Exhibitors diary. Any Buyers reported as no shows may incur a fee of US\$100 for each no show reported. If Exhibitors report over ten no shows from one Buyer, this Buyer will incur a fee of US\$1000 and will not be invited again to future ILTM events.
- 4.6 CANCELLATION OF ATTENDANCE FEES, NO SHOW FEES AND FLIGHT CANCELLATION FEES SHALL BE PAYABLE BY ANY BUYER WITHIN 14 DAYS OF THE CLOSING DATE OF ILTM LATIN AMERICA. THE ILTM LATIN AMERICATEAM SHALL TAKE PAYMENT OF SUCH CANCELLATION AND NO SHOW FEES FROM THE BUYER'S CREDIT CARD (DETAILS OF WHICH MUST BE PROVIDED BY THE BUYER



ON REGISTRATION) 14 DAYS AFTER THE CLOSING DATE OF ILTM LATIN AMERICA IF THE PAYMENT HAS NOT BEEN MADE BY OTHER MEANS. THE ILTM LATIN AMERICA TEAM WILL PROVIDE THE BUYER WITH A RECEIPT IN RESPECT OF SUCH CREDIT CARD CHARGES FOR CANCELLATION OF ATTENDANCE FEES AND NO SHOW FEES.

- 4.7 The Buyer agrees that the above charges are a reasonable pre-estimate of the loss suffered by Reed Exhibitions in the event of the Buyer breaching these Terms and Conditions.
- 4.8 Cancellations and Replacements for Executive Buyers:  
In instances where an Executive Buyer needs to cancel their participation, they may request that a colleague from their organization attends as a replacement. The ILTM Latin America Team shall make the final decision with respect to whether the replacement may attend the Exhibition.
- 4.9 In instances where the Executive Buyer cancels their participation at the Exhibition, the US\$ 700 initially paid by the Executive Buyer to the ILTM Latin America Team will not be refunded.

## 5 EXCLUSION OF LIABILITY

- 5.1 The ILTM Latin America Team takes no responsibility:
- 5.2 For Buyers Fully Hosted (with flights) who miss their ILTM Latin America flights.
- 5.3 For the insolvency or failure of any airline company or hotel or ground handling company or other supplier.  
For flight cancellation or delay.
- 5.4 If the Buyer Fully Hosted (with flights) is refused permission to board the aircraft or is refused entry to Brazil.
- 5.5 For any delay or loss of baggage or excess baggage charges - any subsequent dispute shall be directly between the traveler and the airline.
- 5.6 Any replacement flights and other costs incurred in relation to the above will be at the expense of the Buyer Fully Hosted (with flights) or airline, where appropriate.
- 5.7 Buyer Appointment Only , Buyer Fully Hosted (with flights), Buyer Semi Hosted (without flights) and Executive Buyers must obtain adequate travel insurance coverage for their stay and it is recommended in particular to have adequate cancellation insurance to cover the instances referred to in paragraph 3.12, insurance for their baggage and medical insurance .
- 5.8 Individual visa requirements, travel permits, other licences and inoculations will be the sole responsibility of the Buyer Fully Hosted (with flights) and Buyer Semi Hosted (without flights) and Executive Buyer including any necessary costs incurred.
- 5.9 The ILTM Latin America Team, it's agents, it's employees, and its subcontractors shall not be liable for loss, damage or delay resulting from acts or threats of war, hijack, terrorist activity, civil commotion, industrial disputes, fuel shortages, natural disasters or adverse weather conditions, strikes or lockouts intervention or regulation, military activity, epidemics or any other circumstances outside the ILTM Latin America Team's or its subcontractor's control which shall make it impossible or inadvisable for the ILTM Latin America Team to hold the Exhibition at the time and place provided or makes it impossible to get the Buyers, Buyer (with flights) ,Buyers (without flights) and Executive Buyers to the Exhibition or to provide flights, hotels, transfer appointments, events or other services to Buyers, Buyer (with flights) Buyer (without flights) and Executive Buyers. The ILTM Latin America Team reserves the right to re-schedule the Exhibition at another date and/or at an alternative site.



- 5.10 The ILTM Latin America Team shall not be liable to the Buyer, Buyer (with flights) Buyer (without flights) or Executive Buyer, in contract, tort or otherwise for any loss of profit, loss of business or revenue, loss of anticipated savings or any indirect or consequential loss or damage, costs or expenses arising out of or in connection with the Buyers, Buyer (with flights) ,Buyers (without flights) or Executive Buyers attendance at the Exhibition.
- 5.11 The ILTM Latin America Team shall not be liable for the death or personal injury of any Buyer, Buyer (with flights) Buyer (without flights) or Executive Buyer save where such liability cannot be excluded under Brazilian Law.
- 5.12 ILTM Latin America Team's liability to the Buyer, Buyer (without flights) or Executive Buyer in respect of their attendance at the Exhibition under these Terms and Conditions whether in contract, tort or otherwise shall not exceed US\$1800.

## 6 GENERAL

- 6.1 Completion of an online or other application form applying to become a Buyers Appointment only, Fully Hosted, Semi Hosted or Executive Buyer at the Exhibition does not automatically guarantee a place Applicants will be notified by the ILTM Latin America Team if their application is successful. The ILTM Latin America Team's decision is final. Only one application form may be completed by each proposed participant and only the first application form will be accepted. Applicants must be over the age of 18.
- 6.2 Successful applicants will only be accepted as Buyers Appointment only, Fully Hosted, Semi Hosted or Executive Buyer at the Exhibition Buyers if they have read and agreed to these Terms and Conditions and have ticked the relevant boxes on the online application form and have provided their credit card details.
- 6.3 The ILTM Latin America Team reserves the right to remove a or Executive Buyer Programme and to withdraw flight rebates and accommodation at its complete discretion without liability if it is in the best interests of ILTM Latin America and the ILTM Latin America exhibitors.

## PARTNER PROGRAM

- 6.4 It is important for all types of Buyers or member of the media] to understand that the Exhibition is solely for business purposes and targeted at influential people working within the luxury travel industry.

We understand that a number of Buyers Fully Hosted (with flights) or Buyers Semi Hosted(without flights) would like to take an accompanying person along them when travelling to destinations where ILTM events take place. This is perfectly acceptable; however we would like to draw your attention to the following points:

- The ILTM Team can book a twin / double room, but any additional costs incurred in respect of the room or breakfast or otherwise for the accompanying person are payable by the guest upon check out.
- The ILTM Team will not be able to advise on the additional costs until the accommodation has been confirmed; charges will vary according to the hotel.
- No flights can be booked by the ILTM Team for the accompanying person.
- The ILTM Team can provide complimentary airport transfers for the person accompanying the Buyer but only if she / he travels with the Buyer.
- The Exhibition, networking events (both business and social) and FAM trips are purely for qualified ILTM badge holders only and accompanying persons will not be able to attend. Any disputes arising



under these terms will be governed by Brazilian law and are subject to the non-exclusive jurisdiction of the Brazilian Courts.

## **7 PRE AND POST EVENT ADVENTURES**

- 7.1 Participation in a Familiarization Tour is entirely at the discretion of Reed Exhibitions and the Fam hosts.
- 7.2 'No shows' and cancellation from a Pre and Post Show Adventure Trip will be subject to a US\$ 500 charge made at the discretion of Reed Exhibitions and/or the Fam Host.
- 7.3 Charges will be made to all participant's credit card which was used upon registration for ILTM Latin America 2018
- 7.4 Buyers, Buyers(with flights) and Buyers (without flights) who qualified prior to a specified timeframe will be considered for participation in a Fam Trip.
- 7.5 Only one attendee per company may attend a Fam Trip.