

## TERMS OF SERVICE

These terms and conditions for event registration and attendance (the "Event Terms") are binding without qualification or exception, on all persons that register or for whom are registered (collectively, referred to herein as the "Registrant"), to attend SaaStr Inc.'s ("SaaStr") 2019 SaaStr Annual conference (the "Event"). By registering for the Event as set out below, each Registrant hereby agrees 1) to be bound by and shall be deemed to have accepted these Event Terms, which the Registrant acknowledges to have read and understood and 2) that he/she has obtained the consent of his/her employer, to the extent his/her employer may so require, prior to registering for the Event and becoming bound by these Event Terms. If the Registrant is not authorized or does not agree to any of these Event Terms, the Registrant may not enter, view or make use of this website for the Event (the "Website") or register for or otherwise attend, the Event.

### Payment Information & Terms

Full payment of the Event registration fee must be provided upon submission of the registration form. Payment in U.S. funds can be made by Visa, MasterCard, or American Express. Full payment must be received at time of purchase. Those Registrants who have not submitted full payment prior to their arrival at the Event will be charged the onsite rate and be required to submit full payment onsite prior to gaining access or entry to the Event. Orders placed on behalf of multiple attendees for group registrations must be current on all group registration fees in order that any member of the group may gain access or entry to the Event. Please read below and understand our transfer and cancellation policies for all registration types.

### Registration Confirmation and Scope of Terms

Registration for the Event is considered final upon submission of a complete registration form, including necessary payment information on the Website (the "Registration Form"). Upon submission of registration, the Registrant will receive a confirmation of such registration. In addition to these Event Terms, further rules may apply pursuant to the terms of agreement between SaaStr and the Event venue owner. Nothing in these Event Terms is designed to censor anyone's speech or conduct on public property.

### Cancellations/Registration Changes

To cancel or make changes to an Event registration, notify the SaaStr team via email: [annual@saastrinc.com](mailto:annual@saastrinc.com).

### Refund Policy

Things happen, we understand. If you cancel on or before August 31st, 2018, you will receive a full refund, minus a \$100 cancellation fee. If you cancel between Sept 1, 2018 - Dec. 1, 2018

you will receive a partial 50% refund. After December 1st, unfortunately tickets will not be refunded. Please make sure to have a written request by this date, or unfortunately tickets will not be refunded. If you realize you are unable to attend after this date, we strongly suggest finding a friend or colleague to utilize your ticket.

## Discounts

We love our discounts.

SaaStr Annual honors only one discount code per ticket. We apologize that we are unable to (re)apply additional discount codes to previously purchased tickets.

## Ticket Transfers

Do not worry we got you. Yes, you can transfer your ticket.

Please note, tickets can be transferred to another ticket holder will incur a \$50 transfer fee. Team pack tickets reassigned to another team member will not incur a \$50 transfer if made before Jan 14th. All transfers will only be accommodated through Jan 14, 2019. To do so, please email [annual@saastrinc.com](mailto:annual@saastrinc.com) with a copy of your ticket number or email confirmation, along with, the new attendee's name, email, title, company, and phone number.

## Admittance and Attendance Guidelines

Each Registrant must be twentyone (21) years of age or older. A valid photo ID (either a government issued identification or driver's license card or a passport) will be required upon arrival at the Event. • All packages, bags, and other containers are subject to search, and may be required to be stored during the Event. • SaaStr reserves the right to deny admittance to the Event to anyone who has registered under false or erroneous pretenses (e.g. using another attendee's name, individuals who are underage, etc.) and to retain any Event registration fees previously submitted for such registrations. • SaaStr reserves the right to refuse or revoke Event registration and admission to any individual, at its sole discretion. • Registrants will be required to wear Event name badges at all times (identification will be verified) and shall not swap, share or loan their badge with/to any other person(s). Please note that there is a \$20.00 reprint fee for the replacement of any badge. • Smoking is not permitted within the Event premises. • Registrants are required to comply with the rules and policies of the Event venue at all times while on such venue's premises. • Anyone who is removed from the Event for any reason may be arrested and subject to both criminal charges and a civil lawsuit.

## Code of Conduct

SaaStr is dedicated to providing a harassment free experience for everyone, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, national origin, religion (or lack thereof), or technology choices. We do not tolerate harassment of our community in any form. Sexual or discriminatory language and

imagery is not appropriate for any venue, including personal space, presentations, workshops, parties, Twitter and other online media. Community participants violating these rules may be sanctioned or expelled from our events or venues at the discretion of the staff and without a refund. Please bring any concerns to the immediate attention of our team. For a full explanation of our Code of Conduct, please visit <https://www.saastrannual.com/codeofconduct>.

## Recordings

SaaStr reserves the right to (1) limit, restrict or prohibit audio or video recordings and/or transmissions of the Event or any portion thereof, or the taking of photographs during the Event, and (2) remove anyone conducting unauthorized recordings or photography. Any person who conducts unauthorized recordings or photography after being notified by SaaStr that such recordings or photography are so limited, restricted or prohibited hereby (a) transfers ownership of any and all unauthorized recordings of the Event (i.e., tape, CD, or such other medium) to SaaStr or its assigns, (b) agrees, upon request, to give possession of all copies of any such unauthorized recordings to SaaStr before leaving the Event premises, (c) authorizes use of any such unauthorized recordings of the Event (tape, CD, or such other medium) by SaaStr and/or its assigns for any purpose, and (d) represents that any attendees and other individuals that appear in such photos and videos have also consented to such use. Notwithstanding the foregoing, SaaStr, its sponsors and vendors, and other third parties may from time to time take photos and videos at the Event, which SaaStr may later use in any format or medium for its promotional purposes, or which may otherwise be used, published or posted by a third party, including without limitation, via online posting on a third party or SaaStr website. By participating or attending the Event, each Registrant agrees that he or she may appear in these photos and videos, and authorizes, and agrees to hold SaaStr harmless from, their use in this fashion. The views expressed by any conference attendee, speaker, exhibitor or sponsor are not necessarily those of SaaStr or its affiliates. All conference attendees, speakers, exhibitors and sponsors are solely responsible for the content of any and all individual or corporation presentations, marketing collateral, advertising, and online web content.

## Limitations of Liability

The Registrant makes use of this Website at the Registrant's own risk. Notwithstanding anything to the contrary contained in these Event Terms, SaaStr shall have no liability for any loss, damage, cost, claim or penalty of whatsoever nature, including but not limited to indirect and consequential damages and loss of profits, however arising out of or in connection with these Event Terms, the Website or the Event. The Registrant assumes all responsibility and risk for the use of the Website and/or attendance to or registration for the Event and SaaStr disclaims all liability for any loss, injury, damage, cost, penalty or claim resulting from Registrant's use of the Website and/or attendance to or registration for the Event, whether direct or indirect, and whether or not SaaStr has been advised of or has knowledge of the possibility of such loss, injury, damage, cost, penalty or claim resulting from the use of the Website and/or attendance to or registration for the Event, whether direct or indirect. SaaStr shall not incur any liability to the

Registrant or any other person or entity associated with the Registrant for any compensatory, indirect, incidental, special or consequential damages whatsoever, including but not limited to, loss of revenue or profit, or commercial or economic loss, even if SaaStr has been advised of such damage or loss, or such damage or loss was reasonably foreseeable.

#### Privacy and Data Sharing

SaaStr cares about the privacy of its Registrants. As further set forth in our [Privacy Policy](#), SaaStr abides by the applicable laws associated with sharing of personal data. SaaStr will collect, use, and share data that the Registrant submits to or through registration for the Event for purposes of facilitating the Registrant's attendance to the Event and as otherwise indicated on the Registration Form. By using the Website, submitting the Registration Form or otherwise attending the Event, the Registrant consents to having his/her personal data collected, used, transferred to and processed in accordance with the terms of Privacy Policy and these Event Terms. Without limitation to any of the terms of the Privacy Policy, SaaStr does not sell Registrants' personal data to any third parties; however, SaaStr may use or share Registrant's personal data with affiliates and/or trusted business partners, including without limitation, agents and service providers with whom SaaStr has engaged for the Event, and if indicated on the Registration form, for marketing purposes by SaaStr and/or its paid sponsors of the Event.

#### Choice of Law and Venue

The laws of the State of California, in the United States, will govern these Event Terms, as well as any claim, cause of action or dispute that might arise between Registrant and SaaStr (a "Claim"), without regard to conflict of law provisions. FOR ANY CLAIM BROUGHT BY EITHER PARTY, YOU AGREE TO SUBMIT AND CONSENT TO THE PERSONAL AND EXCLUSIVE JURISDICTION IN, AND THE EXCLUSIVE VENUE OF, THE STATE AND FEDERAL COURTS LOCATED WITHIN SAN MATEO COUNTY, CALIFORNIA.