WORLD TABLE TENNIS
EVENT TICKET CONDITIONS OF SALE AND ENTRY

These conditions of sale and entry ("**T&Cs**") govern access to the Event and the Venue for all ticket holders (including complimentary tickets) on behalf of WTT.

Capitalised terms used and not otherwise defined in these T&Cs have the meanings assigned to them in Schedule 1.

Tickets will be sold by the Ticketing Agent. These T&Cs operate in conjunction with the Ticketing Agent's standard Purchase Policy and the relevant policies of the Venue Owner and/or Venue Operator (as applicable).

By purchasing and/or using tickets to the Event ("**Ticket(s)**"), each ticket holder is deemed to have accepted and agreed to be bound by these T&Cs. Where Tickets have been purchased on behalf of others, or have been given as complimentary tickets or part of giveaways by official partners, it is the responsibility of the purchaser or distributor of such Tickets to draw attention to these T&Cs and where they are available for viewing to the ticket holder, and such ticket holder agrees to be bound by these T&Cs.

1) Important information

1.1 The Event shall run over a number of sessions over a number of days, and is a multi-feature ticketed event featuring a high stakes table tennis competition and event engagement, activities, and experiences located in and around the Venue.

1.2 Each Ticket provides ticket holder ("**you**", "**your**") with conditional licence for admission to the applicable areas of the Venue and specific sessions, times, and dates for the Event (as stated on your Ticket).

1.3 WTT makes no representations or warranties that:

1.3.1 your Ticket(s) enable you to watch any table tennis players or matches during a specific session;

1.3.2 table tennis matches or performance sessions will start at specific time or continue for any set length of time;

1.3.3 any players or performers will perform during a specific session; or

1.3.4 you will be able to access any and all facilities, activities, or areas during a specific session.

2) Event Scheduling and Alterations

2.1 The Event shall feature table tennis matches played in the format and manner stated in Schedule 1.

2.2 Each Session shall have table tennis matches and may include performances, the number of matches and performances during each Session may vary.

2.3 WTT may release daily match schedules, order of play lists and other event activities timetable for each Session (the "**Schedule**"). Each Schedule is provisional and subject to change. WTT reserves the right to change any Schedule at any time and for any reason and without any liability whatsoever. Due to the nature of the Event, changes to a Schedule or any walkover shall not be construed as a "material change" to the Event and shall not entitle you to any refund, exchange, or other compensation (some seats also have restricted views due to safety requirements or placement of equipment like the umpire's chair or other filming and broadcast equipment). Access to the Venue in part or in whole for Afternoon Sessions may also be delayed if the Morning Session play runs late.

2.4 Please note that the advertised door openings, start times, and duration of the Event stated at purchase may be subject to changes in accordance with the Schedule. Any subsequent Session of the day may be delayed if the preceding Session overruns the scheduled time.

3) Use of Ticket and Ticket Restrictions

3.1 You are required to produce valid Tickets to gain access to the Event on the intended date of arrival. Either printed or electronic Tickets must be produced at the door for admission. You, your bags, and such other personal belongings may be subject to a security check prior to entry.

3.2 Exit from the Venue may be made at any time through designated channels. Once you have exited the Venue, re-entry shall not be allowed. You shall be required to leave the Venue after the Session concludes. This shall be applicable for ticket holders who may possess Tickets to a second Session of the day.

3.3 Your Ticket shall entitle you to attend the specific Session of the Event. Depending on the Session and ticketing tier as specified on your Ticket, you may be permitted to free seating within an allotted category or a specific seat. Please refer to the seating schedule at the Event.

3.4 WTT reserves the right to refuse entry into or remove any person from the Venue without refund, exchange, or compensation, and without any liability, under any of the following circumstances:

3.4.1 if a person is deemed to be disorderly, intoxicated, under the influence of drugs, in violation of the Prohibited Conduct rules (see Paragraph 7);

3.4.2 if a person wears, displays or otherwise communicates any commercial, political or offensive signs, flags, symbols, messages, or such other forms of communications, except for official merchandise or other Event-related clothing worn in good faith;

3.4.3 if entry to the Venue, or an area prohibited to the general public within the Venue, was unauthorised or accessed illegally;

3.4.4 if a person refuses to be inspected or submit their belongings for inspection for Prohibited Items (see Paragraph 8); and

3.4.5 if there are adverse weather conditions, emergency or dangerous situations or any other circumstances that will affect the safety of participants at the Event (including ticket holders, players, WTT staff, umpires, referees, other official, steward, worker, performer, accredited volunteers, or other accredited personnel) ("**Participants**").

3.5 WTT reserves the right to refuse entry into or remove any person from the Venue without refund, exchange, or compensation, and without liability if: (i) you do or WTT reasonably suspects that you have done, or (ii) any subsequent bearer of the Ticket, has done or WTT reasonably suspects that any subsequent bearer of the Ticket has done any of the following without the prior written consent of WTT:

3.5.1 re-sold tickets on platforms outside the authorised distribution channels of the Ticketing Agent. Any sale or resale of Tickets on any other platform aside from those channels as provided by the Ticketing Agent is strictly prohibited;

3.5.2 used tickets for ambush marketing (including advertising, promotion, contest, trade promotions, sweepstakes, or bundling into your own hospitality offering/package); and/or

3.5.3 used tickets for or in connection with any charitable circumstances.

4) Refund, exchange, and cancellation

4.1 Children under 3 shall not be permitted to attend the Event. All adults and children (aged 3 and above) shall each require a ticket for admission to the Venue. Each Ticket admits one (1) to the Event. Children under 12 must be accompanied by a responsible adult (aged 18 and above) at all times. Tickets sold are non-refundable (except as provided below).

4.2 No exchange of Tickets will be made. Tickets sold are subject to restrictions on: (i) entry or use; (ii) restricted or obstructed view; or (iii) a minimum age for entry. The Event will be a live broadcast event, and as such restricted view from production equipment may arise. Ticket prices may vary without notice due to “dynamic pricing”. Please check ticket price displayed before proceeding with your purchase. Please take note of all requirements and conditions in these T&Cs at the time of booking. No refund will be made if you are refused admission or removed from the Venue due to a violation of any restriction(s) to entry or these T&Cs.

4.3 Individuals below 18 years of age shall not be permitted to the area designated as the lounge (or such other area that generally serves alcoholic beverage). WTT shall endeavour to find alternative seating for such ticket holder, subject to availability. WTT makes no guarantee that the alternative seat shall be of similar or equal value to the Ticket purchased.

4.4 Where you have purchased Tickets through the Ticketing Agent or any of its authorised distribution channels, if the Event in full, any of your purchased Sessions, or any of your purchased days of the Event are cancelled, your order will be cancelled, and you will be refunded the sale price of your Tickets or Packages (any applicable service charges and order processing fees may be non-refundable). For the avoidance of doubt, except for a cancellation of the Event in its entirety, you shall only be refunded the amount proportionate to such cancelled Session or date of the Event as purchased (save for any applicable service charges and order processing fees).

4.5 However, please note refunds, credits or replacements will **not** be issued in the following circumstances, where:

4.5.1 Tickets are complimentary tickets;

4.5.2 the Schedule for your ticketed Session changes, but a match is still played (in whole or part);

4.5.3 the Schedule for your ticketed Session changes (including changes to performers and performance times), but the Session still goes ahead (in whole or in part);

4.5.4 the general admission to non-table tennis matches related entertainment in and around the Venue changes (such as changes of schedule, performers or cancellation of the general entertainment);

4.5.5 your view of play or of the performance is restricted by event or production equipment, other patrons or personnel, or essential event infrastructure; or

4.5.6 you decide not to attend your ticketed Session or date or any part of the Event (e.g. other activities in and around the Venue), because you have changed your mind or are unable to attend due to other personal reasons.

4.6 You must keep Tickets safe and in good condition. Tickets shall not be replaced if lost, stolen, defaced, or destroyed. Tickets are not redeemable for cash, credit, or such other consideration.

5) Personal Data & Medical Assistance

5.1 Personal Data

5.1.1 By purchasing or otherwise obtaining a Ticket to the Event (and particularly, when you enter the Venue or otherwise attend the Event or any related activity), you agree that your personal data may be processed in accordance with the privacy and cookies notice stated at: https://saittfgrouplegal.blob.core.windows.net/legal/ITTF/GRP.2023.DPN.02.pdf ("**Privacy Notice**"). Additional policies (such as those of the Ticketing Agent, the Venue Owner and Venue Operator) may apply.

5.2 Medical Assistance

5.2.1 You authorise WTT, its medical contracts and any other third-party medical service providers at the Event to administer any medical assistance, treatment or transport you seek, or as is reasonably necessary in the circumstances (the costs of which you may be responsible for). In connection with such any assistances, you consent to the disclosure of your personal information and relevant medical details to WTT, the Venue Owner,

Venue Operator, insurers, and other relevant third parties. Personal information collected in these circumstances will not be used by WTT for marketing purposes.

6) Audio, photography and videography

6.1 Flash photography and videography is restricted.

6.2 Video and audio recording devices including camcorders and action cameras are prohibited.

6.3 Taking and/or publishing photographs, audio recordings, video footage, match data, or streaming or otherwise making available of any part of match play ("**Material**") via any means is prohibited (including sharing to social media). For the avoidance of doubt, personal mobile telephones are permitted within the Venue, provided always they are for personal and private use only and are not used to record or stream any match play.

6.4 You acknowledge and agree that WTT is the sole legal and beneficial owner of any right (including intellectual property rights) in any Material taken, created, or recorded in the Venue (including by you). Subject to the above, WTT grants you a non-exclusive, non-negotiable, non-sublicensable, revocable at will, and chargeable at will licence to use photographs or still images which you take in the Venue or otherwise relating to the Event ("**Permitted Photography**") for non-commercial use only. You must not sell, license, publish or otherwise commercially exploit photographs. Permitted Photography taken by you is permitted provided that the photographs are for personal use only and you do not inconvenience any other ticket holder in the Venue.

6.5 Production, transmission or distribution of broadcasts or narrowcasts of any Material or sounds or data from the Event is prohibited. If you make, reproduce, publish, adapt, or otherwise use any Material prohibited herein, you shall and do hereby assign all copyright, intellectual property rights, and any other right you have in the Materials to WTT (or its designated assignee) at no cost to WTT (or its designated assignee) and you shall and hereby do waive all moral rights to the same. You additionally consent to use by WTT of the Material for any purpose in any media worldwide. WTT shall be entitled to take any action it deems fit to asset ownership over such Material and any revenues arising in connection with such Material and you shall and hereby agree to cooperate fully with WTT (or its designated assignee) in enforcing these rights, including confiscation, in accordance with these T&Cs and will (without limitation) disclaim all such rights and revenues and assign them to WTT.

6.6 Equipment, including surveillance equipment, film cameras and sound recording equipment will be present and operational at the Venue. By entering the Venue or attending the Event, you understand and consent to being filmed and recorded, and for your image, any likeness and any sound recording to be processed according to the Privacy Notice (see Paragraph 5), without any payment or claim to copyright or any other intellectual property rights.

7) Safety, comfort, and conduct

Warning: The Event may have strong sound or lighting stimuli, such as loud music, strobe lights and pyrotechnics which may affect persons with sound or light sensitivity, or trigger persons prone to epileptic photosensitivity seizures. Attendance at the Event is at your own risk and without liability to WTT.

7.1 For the comfort, safety, and enjoyment of all Participants at the Event, you shall:

- 7.1.1 comply with direction or announcement any other requirements relating to access and safety given by WTT and its workforce (including accredited volunteers and personnel) and officials or authorities;
- 7.1.2 maintain safe, prudent and respectful behaviour at all times;
- 7.1.3 observe a standard of dress suitable and acceptable to the area of the Event that you are in or seeking to enter and WTT;
- 7.1.4 act in a safe, responsible and courteous manner at all times;
- 7.1.5 ensure clothing, other property, and conduct do not display commercial, political or other offensive signage, flags, symbols, messages, or such other forms of communications, except for official Event merchandise or other Event-related clothing worn in good faith;
- 7.1.6 be responsible for your own personal belongings and safety. WTT shall not be responsible for any damage to loss or theft of a Participant's personal property; and
- 7.1.7 attend the Event at your own risk and assume all risk and liability for personal injury (including death), property damage, and economic loss, including that of any person under your care associated with attending the Event. WTT shall bear no liability for any personal injuries (including death), property damage, and economic loss sustained at or after attending the Event, including directly or indirectly resulting from any existing medical condition.

7.2 **Safe Management Measures – Covid 19**

- 7.2.1 Mask wearing is optional. However, patrons are encouraged to exercise personal and social responsibility by continuing to wear their masks especially in crowded places.
- 7.2.2 Any changes in safety management policies will be updated in accordance with the Government guidelines as may be announced from time to time.
- 7.2.3 While WTT will implement reasonable measures to attempt to minimise the risk of exposure and spreading of the COVID-19 virus, you acknowledge that such measures do not guarantee that you will not be exposed to the virus. WTT, its workforce, officials, and accredited personnel (including volunteers) make no guarantees, warranties, representation or other promises regarding the possibility of your exposure to the virus while attending the Event.
- 7.2.4 With full knowledge of the risks associated with the COVID-19 virus, you agree that your attendance at the Event shall be completely voluntary and that you shall;
  - 7.2.4.1 assume all responsibilities and risk related to the COVID-19 virus while attending the Event;
  - 7.2.4.2 to the fullest extent permitted by law, acknowledge the risks associated with attending the Event, accept the risk voluntarily and release and discharge WTT, its workforce, officials and accredited personnel from any and all claims, expenses,

demands, suits, damages, costs (including legal costs), loss and injury you or any associated third party (Costs) may suffer or sustain directly and indirectly in connection with, or related to COVID-19 virus. This includes travel, transportation, accommodation, hospitality, third part cost and expenses, endorsement or sponsorships or any third-party arrangement and agrees to hold WTT, its work force, officials and accredited personnel indemnified from such costs.

7.2.5 WTT may withdraw your rights to attend the Event and access to the Venue if you:

7.2.5.1 test positive for COVID-19;

7.2.5.2 are in the process of completing a government-mandated period of self-isolation; or

7.2.5.3 present to Event showing symptoms of COVID-19 including having fever above 37.5 degree Celsius, chill, cough, sore throat, and shortness of breath.

In such event, you shall not be entitled to any refund or exchange of your Ticket.

7.3 **Prohibited Conduct**

For the safety and comfort of participants, WTT reserves the right to remove any person from the Venue should they display, exhibit, or commit the following prohibited actions ("**Prohibited Conduct**"):

7.3.1 Conduct towards any Participant in a manner which offends, insults, humiliates, intimidates, threatens, disparages or vilifies that other person;

7.3.2 Disruption or interruption to any match or other event or activity at the Event;

7.3.3 Damages or defaces any part of the Venue or any other person's property;

7.3.4 Causes unreasonable disruption or interference or obstruction to other Participants (such as by opening umbrellas within spectator areas while a match is in progress);

7.3.5 Conduct public surveys or opinion polls, handing out promotional items, soliciting donations or subscriptions, or other commercial or political disruption or activity;

7.3.6 Obstruct the view of a seated patron (including by opening umbrellas within spectator areas while a match is in progress);

7.3.7 Removal of footwear, or clothing that constitutes public nudity, nuisance, or indecency;

7.3.8 Concealing identity with a scarf, balaclava, mask or other item unless for a religious, medical or other justifiable reason;

7.3.9 Smoking and/or vaping in non-smoking areas (within Venue and otherwise where signed);

7.3.10 Courtsiding (see Paragraph 9); and

7.3.11 Any other conduct deemed unlawful in the territory where the Event is held or is otherwise prohibited.

8) Prohibited items

8.1 For swift entry through security check points, ticket holders are encouraged to travel light. WTT shall not make available any cloaking or deposit services or facilities. Any of such facilities available for your use at or around the Venue shall only be made available at Venue Operator's discretion and

according to the relevant cloak room policies. Should these facilities be made available to you, WTT shall at all times not be liable for any item, or any loss or damage to such items left by you in the cloaking facilities.

8.2 For the comfort and safety of Participants, the following items are NOT permitted at the Venue ("**Prohibited items**"):

8.2.1 Outside food and beverage (including alcoholic beverages);

8.2.2 Bags and luggage of dimension above 35cm x 20cm x 30cm;

8.2.3 Glassware, cans and spray cans;

8.2.4 Camera tripods, monopods, selfie sticks, telephoto camera lenses with a focal length capacity greater than 200mm; video cameras or handy-cams; audio recorders; any other devices used for recording or transmitting scoring data or other statistical information for commercial purposes (including sports betting);

8.2.5 Items which are, which resemble, or which could reasonably be construed as resembling, weapons or dangerous goods, including knives, firearms, blunt offensive objects, objects with sharp ends, and explosives such as fireworks and flares;

8.2.6 Laser pointers and flashlights;

8.2.7 Illegal substances including controlled, dangerous and illicit drugs;

8.2.8 Bicycles, skateboards, skates and scooters;

8.2.9 Animals (other than trained assistance dogs);

8.2.10 Musical instruments and noise makers including drums, whistles, vuvuzelas, air horns and loud hailers, without the prior consent of WTT;

8.2.11 Projectile items which are reasonably considered by WTT as being able to cause injury, nuisance or offence to another person including balls, frisbees, sports rackets/sticks and similar objects;

8.2.12 Electronic devices such as iPads, tablets and laptop are allowed to be brought into the Venue but cannot be used or raised during the Event, except personal mobile telephones for personal use;

8.2.13 Flags larger than 1m x 2m; flagpoles;

8.2.14 Flags, posters, and any other forms of displays depicting or carrying the mark or emblem from the following ITTF member association(s) or territories - Belarus, Russia.

8.2.14.1 Please note that the IOC approved Chinese Taipei flag may be displayed.

8.2.14.2 All other flags must be in accordance with the IOC approved flags.

8.2.14.3 Flags brought into the venue cannot be hung on seats or rails or block the view of Participants or disturb their comfort.

8.2.15 LED, banner and fan boards larger than 42cm x 29.7cm (A3 sized), or with handles longer than 50cm;

8.2.16 Remote controlled cars, drones and unmanned aerial vehicles;

8.2.17 Chairs and stools;

8.2.18 Unauthorised promotional, commercial, political, religious or offensive items of whatever nature, including clothing, banners, signs, symbols, leaflets, stickers or flyers;

8.2.19 Inflatable and helium balloons; and

8.2.20 Any other items determined by WTT that may cause injury or public nuisance.

8.3 WTT, its workforce, officials and authorised personnel reserve the right, without any liability, to confiscate or require ticket holder to remove and take away any of the above Prohibited Items.

9) Court-siding

9.1 You shall not continually collect, transmit, disseminate, release, or publish from the grounds of the Event any match scores or related statistics or date for any commercial, betting or gambling purpose. The use of computers, laptops, iPads tablets or any handheld electronic devices within the spectator area of the event hall is prohibited except for accredited media and staff of WTT to do so in the performance of their duties.

10) Miscellaneous

10.1 Strollers, due to safety reasons, are not permitted into the Venue. Strollers will need to be parked at owner's own risk in designated stroller parking areas and must not be blocking the aisle ways or exits.

10.2 WTT reserves the right to update, modify, or change these T&Cs from time to time.

10.3 These T&Cs shall be governed by the laws of Singapore (without applying its conflict of laws rules). Any dispute arising out of or in connection with these T&Cs, including any question regarding its existence, validity, or termination, shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("**SIAC**") in accordance with the Arbitration Rules of the SIAC ("**SIAC Rules**") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore. The Tribunal shall consist of 1 arbitrator. The language of the arbitration shall be English.

10.4 If any provision of these T&Cs is found to be illegal, invalid or unenforceable for any reason, the illegal, invalid or unenforceable provision shall be interpreted (or otherwise severed) in such a manner as to render the rest of the provision and remainder of these T&Cs legal, valid and enforceable.

10.5 If, despite any term within these T&Cs, WTT and/or any related entity and any of their directors, officers, employees, volunteers, or such other personnel ("**WTT and its Personnel**") are found to be liable for any direct claims, expenses, demands, damages, costs (including legal costs), loss, and injury ("**Claims**"), the total liability of WTT and its Personnel for any and all such Claims in the aggregate to you in respect of any direct loss in connection with these T&Cs or the Event, whether in contract, tort (including negligence), or otherwise, shall not exceed the price of your Ticket (if any) as purchased from the Ticketing Agent (or its authorised distribution channel). Furthermore, WTT and its Personnel shall not be liable to you in any circumstance for any indirect or consequential loss (including loss of opportunity, loss of anticipated savings, and any other economic loss) in connection with these T&Cs or the Event.

Schedule 1 to the Event Ticket Conditions of Sale and Entry

Definitions under the T&Cs and specific details of the Event are further described as follows.

A. Definitions

Event	The Event shall constitute: • Singapore Smash 2024; and • WTT Youth Star Contender Singapore 2024
Ticketing Agent	TEG Ticketing Asia Pte. Ltd. (trading as Ticketek Singapore)
Venue	Singapore Sportshub, OCBC Arena
Venue Owner	Kallang Alive Sport Management Co Pte. Ltd.
Venue Operator	Kallang Alive Sport Management Co Pte. Ltd.
WTT	WTT Singapore Smash PTE. LTD.

B. Event format

Event tier	WTT Grand Smash (Singapore Smash 2024
Competition format	• Singles and doubles • Knockout
Number of games	Singles • All Main Draw matches (except Quarter Finals, Semi Finals and Final), and all matches in Qualifying Draw are best of five (5) games. • Quarter Finals, Semi Finals and Final are best of seven (7) games. Doubles • Best of five (5) games.
Sessions	Qualifying Draw • 2 sessions per day Main Draw • 2 sessions per day (except for last day which shall have only 1 session)
Event tier	WTT Youth Star Contender
Competition format	Singles • Groups: Round Robin • Main Draw: Knockout
Number of games	Singles • Best of five (5) games
Sessions	Full day ticket

C. Sessions and Ticket tiers

The Singapore Smash 2024 shall have a total of 6 Sessions for qualifying draw, 15 Sessions for Main Draw. Each Ticket shall specify the Session number and event date.
Ticket tiers for the Event include the following:

- Infinity Lounge;
- Platinum;
- General Admission;
- Category 1 ("**CAT 1**");
- Category 2 ("**CAT 2**") and
- Category 3 ("**CAT 3**").

The WTT Youth Star Contender shall have a total of 3 Sessions. Each Ticket shall specify the Session and event date. Ticket tiers for the WTT Youth Star Contender Singapore 2024 include the following:

- General Admission only.

Admission
Tickets for General Admission are free-seating within allocated tiers marked on their Ticket. Ticket holders for Infinity Lounge, Platinum, CAT 1, CAT 2, and CAT 3 (as applicable) shall be permitted to the allocated seat as stated on their Ticket.

Due to venue access restrictions, a temporary queuing system will be implemented in the event Hall 2 reaches capacity with priority access provided to premium ticket or package upgrade holders.

- Package upgrade – Singapore Smash 2024

Ticket holders may wish to purchase an package upgrade to enhance the event experience of the Singapore Smash 2024. The upgrade package shall only be available for the Singapore Smash 2024 and does not constitute a Ticket. This Event offers two types of upgrades: (1) Singapore Smash Experience; and (2) Ultimate Smash Experience.

Each Ticket holder must have an package upgrade to access the benefits, such as access to halls, practice areas, Singapore Smash Lounge and pre-match call areas ("special access"). Upgrade passes may not be shared. If you are found to be sharing an upgrade pass, or in violation of any rules or regulations in place as a condition to your special access, WTT reserves the right to remove you, or any person from the Venue without refund, exchange, compensation, and without liability.