

Appendix A: General Service Notes

The Parties hereto hereby acknowledge that the following additional terms and conditions are incorporated in and make a part of the Contract between the parties hereto.

SERVICE NOTES

Music: If music is included in Service, all music played is at Company's discretion. No music, song, or track is guaranteed to play. Background music, as decided by Company, may be auto-played. Company does not guarantee the absence of profanity, even upon request.

Staffing: Staff is subject to change and is not guaranteed, even if requested, discussed, or assumed. The number of on-site Staff may change as decided by Company.

COI: All Certificate of Insurance (COI) requests must be made 7 days before Service Date. Virtual/online Services will not be provided insurance. Any upgrades or modifications to Company's general insurance will be subject to additional fee.

Intellectual Property: Host is responsible for obtaining any releases, permissions, or licenses required for the display, exhibition, or performance of any third-party copyrighted works or trademarks during Service.

Planner Account: A master planning account will be provided to the first/primary point of contact, and others may gain access as a limited planner. Accounts may be locked so Company can plan Service without changes being made.

Mojo Barriers: Company will decide to use Mojo Style barriers on an as needed basis, even if included under Appendix A.

Temporary Stop or Delay: In the event of a suspected or known emergency, Company may pause Service without extending End Time.

Rooms: Company may use rooms at Service Location not listed on Contract. Company may also downsize, cordon, and restructure room for the safety of Guests, Staff, and Property with Service.

Rules and Regulations: Company reserves the right to declare Breach and/or expel Guests from the Service Location for any of the following if not otherwise declared in writing: risk of or currently damaged Property; Guests or Team feel or are threatened, disrespected, at risk of bodily injury, or suffered a bodily injury; a breach of barriers; misuse of Property; incompetent Host or Guests; illegal activities (drug use, juvenile intoxication); drone use near or at Service Location; Company's Property has been touched by non-Staff.

ADDITIONALLY FOR OPERATION GLOW SERVICE

Extended Rules and Regulations: Unless otherwise approved by Company in writing: Operation Glow will 100% headline; Host's event will not have/be ticket sales, open to the general public, or promoted to the general public. Host's event will not have third-party giveaways, Effects, lighting, and accessories.

Delayed Start: For non-virtual Service, a delay up to fifteen (15) minutes may occur but will still end at the Service End Time.

Control of Sound Pressure Levels (SPL): FOH (Front of House) SPL may be decided by Host but will not be decreased passed 110 db, if system capabilities allow, at the Mix Position (MP) with MP being three-fourths the length of Audience Area and balanced without a low-end cut or suppression, or increased passed system capabilities or FOH engineer approvals. Host has no access and no submission to system processing.

General Clean Up: Certain Effects such as confetti/streamers and bubbles, and all Accessories will not be cleaned by Company. Company expects Host to clean up and disinfect from all bodily fluids and solids, even if on Company's protection. Unless Ambassadors are required in Contract, Company will clean up from Physical Effects and Indoor Protection(s), not Special Effects or anything else, from Service Location's Space as described: For indoor Service, the Audience Area will be cleaned from Physical Effects created by Company via protection disposal (see requirements if applicable) then possible mopping. Company does not clean outside the Audience Area, third party debris or garbage, or outside Company-made boundaries unless otherwise mentioned in this Contract. For outdoor Services, including those in a tent, have an overhead structure, and/or those in which Company is exposed to the outdoors, Company will leave all Effects to be cleaned or degraded naturally. Company will make reasonable effort to clean the tent and/or stage.

Indoor Protection: If the Host purchases an indoor protectant from Company such as wall protection, floor protection, and/or floor grip, Company will do its best to safeguard the Space with the materials purchased. Part thereof will be used in the Production Area. Host may walk the venue and point out any foreseeable issues 60 minutes before the Start Time and Company will provide reasonable effort in fixing the issue(s) using the materials purchased. Company does not guarantee indoor protection as a full-proof line of defense from Effects. Company does not protect anything more than 10ft high, the ceiling, or anything overhead. The location will be covered up to the amount of surface area purchased and only within Space (no hallways, pathways, outside Service Company-made boundaries, etc.)