

Telkom

2025 Telkom Dealers' Conference – Mauritius Terms & Conditions and Indemnity Agreement

Event Dates: 11 – 15 August 2025

Host: Telkom Consumer and Small Business (CSB)

1. Eligibility and Invitation

- Attendance at the 2025 Telkom Dealers' Conference is strictly by formal invitation only.
- Participation is limited to the individual whose name appears on the invitation.
- The delegate will be an appointed representative of the contracted dealer.
- All travel and accommodation bookings are non-transferable and may not be reassigned, exchanged, or altered under any circumstances.
- In the event of a no-show or missed flight, the invited delegate will bear the full responsibility and cost of purchasing a new ticket.
- Delegates are requested to confirm attendance by no later than 10 June 2025, failing which, Telkom will assume that the delegate has elected not to attend the 2025 Telkom Dealers' Conference.

2. Non-Transferability and Guest Policy

- This invitation is exclusively extended to the named delegate. No spouses, children, family members, friends, or colleagues may accompany the delegate.
- Substitution of delegates is strictly prohibited and will result in forfeiture of the invitation.

3. Data Protection and use of Personal Information

- The delegates acknowledge and agree that, in connection with these Terms & Conditions and Indemnity Agreement and participation in the 2025 Telkom Dealers' Conference, it may be necessary for Telkom or its appointed third-party service providers to collect, process, store, and share certain personal information, including but not limited to names, contact details, identification numbers, and travel or accommodation preferences, of the dealer's appointed representatives or employees (the delegate in question).
- The delegates grant Telkom and its appointed third-party service providers permission to take, process and publish photographs, videos, or any other form of visual media throughout the duration of the 2025 Telkom Dealers' Conference for necessary marketing purposes.
- The delegates indemnify Telkom and its appointed third party-service providers against any claims, damages, legal actions, losses, and liabilities arising directly or indirectly from the

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processing of the delegate's personal information where such processing was conducted in compliance with the Protection of Personal Information Act, 4 of 2013 ("POPIA").

- Each Party undertakes to ensure that all personal information is collected and processed lawfully and in compliance with POPIA, and any other applicable data protection laws.
- The delegate confirms that it has obtained all necessary consents from its representatives for the sharing and use of their personal information for purposes strictly related to the planning, coordination, and execution of the 2025 Telkom Dealers' Conference, including travel and accommodation bookings, communications, access control, and emergency contact purposes.
- Telkom shall implement reasonable technical and organisational measures to safeguard the personal information against loss, damage, unauthorised access, or disclosure.
- Personal information shall only be retained for as long as necessary to fulfil the purposes stated above and shall thereafter be securely deleted or anonymised, unless required to be retained by law.
- Any data subject (i.e., the individual whose personal information is being processed) may contact Telkom to request access to, correction, or deletion of their personal information in accordance with POPIA.

4. Trip Inclusions and Exclusions

Included:

- Return economy-class airfare to Mauritius.
- Accommodation as per the official itinerary.
- Group airport transfers, local ground transport, and scheduled conference activities.
- Group meals and functions as indicated in the official program.

Excluded (at delegate's own expense):

- Travel insurance, visa applications, and related administrative costs.
- Meals, beverages, and activities not included in the official itinerary.
- Personal expenses such as spa services, minibar usage, laundry, and gratuities.
- Optional excursions not hosted by the event.

4. Golf Participation

- Delegates participating in golf activities must travel with their own equipment.
- One golf bag check-in will be covered (within airline weight limits). Additional baggage or overweight charges will be the responsibility of the delegate.
- Telkom will not be liable for any loss or damage to golfing equipment.

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5. Passport & Travel Documentation

- All delegates are required to hold a valid passport with a minimum of six (6) months validity beyond the return date (15 August 2025).
- Passports must have at least two (2) blank pages available.
- Delegates are solely responsible for ensuring they meet all travel documentation and vaccination requirements.

6. Travel Insurance (Mandatory)

- Comprehensive travel and medical insurance are a mandatory requirement for all delegates.
- Insurance must provide adequate coverage for medical emergencies, travel disruptions, personal belongings, and sports equipment where applicable.
- Delegates must provide evidence of such insurance upon request. Failure to obtain adequate insurance shall not create any liability on the part of Telkom, and delegates proceed entirely at their own risk.

7. Code of Conduct

- All delegates are expected to maintain respectful and professional conduct throughout the duration of the conference.
- Telkom and its appointed agencies reserve the right to remove any delegate from the trip due to misconduct, inappropriate behaviour, or any action that jeopardises the safety and well-being of others. Such removal will be at the delegate's own expense and without reimbursement.

8. Cancellation and Attendance Policy

- Should you no longer be able to attend, written notice must be submitted to the designated Telkom or agency representative.
- In the event of cancellation after 10 June 2025, the delegate will be held liable for the costs incurred for all unused services, including, but not limited to, flight tickets and accommodation. Telkom reserves the right to enforce payment from the contracted dealer for the delegate's cancellation or no-show.
- Flight tickets, once issued, are non-refundable and non-transferable.
- Name changes are not permitted and will be considered a cancellation.

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9. Force Majeure

- Telkom shall not be held liable for any delay, cancellation, or alteration to the itinerary due to circumstances beyond its control, including but not limited to natural disasters, acts of God, weather events, pandemics, strikes, travel restrictions, or political unrest.
- In the event of Force Majeure, Telkom reserves the right to cancel, postpone, or modify the event without liability or obligation to provide any reimbursement, compensation, or replacement services.

10. Liability and Indemnity

By accepting this invitation and participating in the 2025 Telkom Dealers' Conference, you hereby acknowledge and agree to the following:

- You participate in the event entirely at your own risk.
- Telkom, its affiliates, employees, directors, partners, and appointed service providers shall not be responsible or liable for any personal injury, illness, death, loss of property, damage, delays, or any other unforeseen incidents occurring before, during, or after the conference.
- You agree to fully indemnify, defend and hold harmless Telkom and its appointed agencies against any claims, damages, legal actions, losses, liabilities, or expenses (including legal fees) arising directly or indirectly from your participation in this event, including but not limited to travel-related disruptions, accidents, or the actions of third-party vendors.
- This indemnity includes, without limitation, liability for any loss or damage to personal belongings, travel delays, medical emergencies, or cancellation of services due to external circumstances.
- This indemnity shall survive the conclusion of the event and apply irrespective of when a claim arises.

11. Limitation of Liability

To the fullest extent permitted by law:

- Telkom shall not be liable for any indirect, incidental, special, or consequential damages, including but not limited to loss of profits, business opportunities, or reputational damage.
- Telkom's total cumulative liability, whether in contract, delict (tort), or otherwise, shall not exceed the actual value of travel and accommodation provided to the delegate under this event.

12. Disclaimer

These Terms & Conditions have been prepared to ensure all delegates are aware of their responsibilities and the scope of Telkom's role as event host. Telkom reserves the right to make amendments to the program, venue, or inclusions as necessary. All final legal documentation and

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indemnity forms will be issued prior to departure and must be duly signed and returned to confirm participation. Failure to comply with the above may result in cancellation of your attendance at the delegate's expense.

13. Governing Law and Jurisdiction

These Terms & Conditions shall be governed by and construed in accordance with the laws of the Republic of South Africa. Any disputes arising hereunder shall be subject to the exclusive jurisdiction of the courts of South Africa.

14. Severability and Waiver

If any provision of these Terms is held to be invalid or unenforceable, the remaining provisions shall remain in full force and effect. No failure or delay by Telkom in exercising any right shall operate as a waiver of that right.

15. Acknowledgment and Acceptance

By confirming your attendance or participating in the 2025 Telkom Dealers' Conference, you acknowledge that you have read, understood, and agree to be bound by these Terms & Conditions. Should you have any questions or require clarification on any aspect of this document, please contact the Telkom Event Team or Retail Insight directly.

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