

Terms & Conditions

of Participation at the Performance Excellence Forum & Awards Gala

Hilton Riyadh Hotel & Residences – 17 November 2025

*These Terms & Conditions ("Terms") govern participation in the Performance Excellence Forum & Awards Gala ("Event"), organized under the brand Global Performance Audit Unit ("GPA Unit"), which is a brand and product of **The KPI Institute Pty Ltd** ("Organizer" or "GPA Unit"). For the purposes of these Terms, references to 'GPA Unit' or the 'Organizer' shall mean The KPI Institute Pty. Ltd.. All personal data collected through the registration process is processed by The KPI Institute Pty. Ltd. as the data controller, in accordance with its Privacy Statement.*

1. Registration & Confirmation

- 1.1. Registration is deemed complete only upon receipt of a confirmation email from the Organizer.
- 1.2. The Organizer reserves the right to decline a registration request in its sole discretion, including where information provided is incomplete, inaccurate, or misleading.

2. Participation Fee & Payment

- 2.1. If applicable, participation fees shall be payable in accordance with the instructions communicated by the Organizer.
- 2.2. All payments must be settled prior to the Event date unless expressly agreed otherwise in writing.

3. Cancellation & Refund Policy

- 3.1. Cancellations must be communicated in writing to the Organizer.
- 3.2. Refund Schedule:
 - i. Full refund: Cancellations received more than 30 days before the Event date
 - ii. 50% refund: Cancellations received 15-30 days before the Event date
 - iii. No refund: Cancellations received within 14 days of the Event date
 - iv. All refunds are subject to processing fees and will be issued within 30 business days of cancellation confirmation.
- 3.3. The Organizer reserves the right to cancel, reschedule, or relocate the Event due to force majeure,

safety concerns, or circumstances beyond its reasonable control. In such cases, liability shall be limited to the refund of any participation fees paid.

4. Substitution of Participants

4.1. A registered Participant may nominate a substitute delegate by written notice to the Organizer at least five (5) business days prior to the Event.

4.2. Substitution is subject to acceptance by the Organizer.

5. Event Program & Modifications

5.1. The Organizer reserves the right to alter the Event program, speakers, schedule, or venue at its discretion and without prior notice.

5.2. Such modifications shall not entitle the Participant to any refund or compensation.

6. Data Protection & Communications

6.1. By registering, the Participant consents to the collection, processing, and use of their personal data by the Organizer for the purpose of administering the Event, including communications by email, telephone, and WhatsApp.

6.2. Personal data shall be processed in accordance with the Organizer's Privacy Statement, available on the GPA Unit website.

6.3. The Participant further consents to receive updates, recommendations, and related communications from the Organizer.

7. Code of Conduct

7.1. Participants are expected to conduct themselves in a professional and respectful manner throughout the Event.

7.2. The Organizer reserves the right to remove any Participant whose behavior is disruptive, unlawful, or otherwise inappropriate, without refund of fees.

8. Intellectual Property & Recording

8.1. All Event materials, presentations, and recordings are the intellectual property of the Organizer or its licensors and may not be reproduced, distributed, or used without prior written consent.

8.2. The Organizer may record or photograph the Event for documentation, promotional, and archival purposes. By attending, the Participant grants consent to be included in such recordings or images.

9. Limitation of Liability

9.1. The Organizer shall not be liable for any personal injury, illness, loss, or damage to property suffered by the Participant at the Event venue, except where caused by the Organizer's gross negligence or willful misconduct.

9.2. The Organizer's total aggregate liability arising from participation in the Event shall not exceed the amount of the participation fee paid by the Participant.

10. Governing Law & Jurisdiction

10.1. These Terms shall be governed by and construed in accordance with the laws of the Kingdom of Saudi Arabia.

10.2. Any dispute arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the competent courts in Riyadh.

11. Miscellaneous

11.1. If any provision of these Terms is found invalid or unenforceable, the remaining provisions shall remain in full force and effect.

11.2. These Terms constitute the entire agreement between the Participant and the Organizer with respect to the Event and supersede any prior agreements or understandings.