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ATTENDEE TERMS & CONDITIONS

Terms of Service

These terms and conditions for registration and attendance at the Event organized by Totango ("Event Terms") are binding without qualification or exception, on all persons registered to attend or actually in attendance at our Events ("Registrant," "you"). By registering for or attending the Event, each Registrant agrees: (1) to be bound by and shall be deemed to have accepted these Event Terms, which the Registrant has read and understood; (2) to review and comply fully with all posted instructions onsite at the Event, as well as Totango's [Health and Safety Guidelines](#), which will be updated from time to time in Totango's sole discretion and taking into account the recommendations and requirements of the Centers for Disease Control and Prevention, World Health Organization, federal, state, and local governments, local public health agencies, and the Event venue with respect to reducing the transmission of and risks associated with the COVID-19 coronavirus; and (3) they have obtained the consent of their employer, to the extent their 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 ("Website") and may not 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. Any Registrants who have not submitted full payment prior to the Event will be charged the day-of rate and required to submit full payment 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 for any member of the group to gain access or entry to the Event.

Please read and understand our transfer and cancellation policies for all registration types.

Registration Rates and Discount

It is your responsibility to confirm the price displayed at checkout is the price you expect and agree to pay prior to completing the purchase. Upon submission of a complete registration form, the purchase and rate paid are final. We are unable to adjust, return, or refund previously purchased tickets for any reason, except as provided in our 24-Hour Worry-Free Guarantee below.

Totango may offer a discount code as part of a limited-time sale. That code may only be applied towards the designated type of individual or group registration, and the value will not transfer to another type of individual or group registration. Totango honors only one discount code per ticket per Event. Discount codes cannot be applied retroactively.

Registration Confirmation and Scope of Terms

Upon submission of registration, the Registrant will receive a confirmation of the registration. Additional rules may apply from the physical Event venue(s) and/or digital platform used for the virtual Event venue(s). Nothing in these Event Terms is designed to censor anyone's speech or conduct on public property.

Cancellations/Refund Policy with a 24-Hour Worry-Free Guarantee

We understand that life happens, so for CSS22 Events ticket purchases you may cancel your purchase for a full refund within 24 hours after purchase, minus a non-refundable ticket processing fee.

Refunds are permitted according to the following schedule:

- Refund requests made by 90 days will receive a 50% refund
- Refund requests made less than 90 days will not receive any refund. They can transfer the ticket to another person or roll it over to the next event.
- If a registered attendee tests positive for COVID test and offer proof - we will gladly transfer the ticket and/or apply it to a future event.

To cancel your registration and receive your refund within 24 hours, if eligible, please notify us in writing at events@totango.com. If you qualify for a refund, the amount refunded will be based on the actual fees paid for the registration(s) canceled and will be returned to your original payment method. Please notify us for help regarding a previous order.

Ticket Transfers

If your plans change, you may transfer your ticket, as long as:

(1) the ticket is being transferred to another individual

(2) we are informed in writing at least 14 calendar days before the Event, unless you test positive for covid this will be an exception and we can make the change last minute to the best of our ability.

To request a ticket transfer, please email events@totango.com with a copy of your ticket number or email confirmation, along with the new attendee's name, email, title, company, and phone number. You must be able to show that you are the original Registrant or authorized by the original Registrant to make changes to the registration.

Admittance and Attendance Requirements

Each Registrant must be at least twenty-one (21) years of age or older. A valid photo ID (either a government-issued identification or driver's license card or a passport) and COVID-19 Vaccination Record Card showing full vaccination will be required upon arrival at a physical Event, in addition to any additional requirements in our [Health and Safety Guidelines](#).

Totango 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 those registrations.

Totango reserves the right to refuse or revoke Event registration and admission to any individual in its sole discretion, including for violation of the Permitted Use and Rogue Events provisions below.

Registrants are required to verify their identity, using their real names when accessing a virtual Event and wearing name badges at all times when onsite at a physical Event. Registrants shall not swap, share or loan their badge or virtual Event access information with/to any other person(s).

Smoking is not permitted within the Event premises. Registrants are required to comply with the rules and policies of the virtual and/or physical Event venue at all times while on that venue's premises or platform. Anyone who is removed from the Event for any reason may be arrested and subject to both criminal charges and a civil lawsuit.

COVID-19 Enhanced Health and Safety Measures

Totango has taken enhanced health and safety measures and posted instructions onsite at the Event. Registrant is responsible for complying fully with the [Health and Safety Guidelines](#) and all posted instructions onsite for the health and safety of all sponsors, vendors, registrants, Totango and venue representatives, and other persons present at the Event. An inherent risk of exposure to COVID-19 exists in any public place where people are present, and senior citizens and individuals with underlying medical conditions are especially vulnerable. COVID-19 is an extremely contagious disease that can lead to severe illness and death. By attending an event organized by Totango, you voluntarily assume all risks related to exposure to COVID-19.

Agenda Changes; Postponement or Cancellation of Event

From time to time, we may make updates to the Event agenda, which may include cancellation of or changes to certain Event activities. While the Event speakers and agenda are confirmed at the time of publishing, there may be substitutions, alterations, or cancellations of the speakers or agenda due to circumstances beyond the control of Totango. Accordingly, we cannot and do not guarantee any specific speaker, performing artist, entertainment, or other component of the Event agenda. We reserve the right to alter or modify the advertised speakers or agenda, and we will not refund registration fees, provide alternative compensation, or otherwise be liable to you based on these changes. Totango will take reasonable efforts to update our Website with any substitutions or alterations as soon as reasonably possible.

Totango is not responsible for any damage or loss as a result of alteration, substitution, delay, postponement, rescheduling, or cancellation of an Event. Totango will not be considered in breach of these Event Terms or otherwise liable to you, except as specifically provided in this provision, if an Event is delayed, canceled, rescheduled, or postponed, in whole or in part, as a result of government-ordered closures of venues, services, and other spaces, government-issued shelter-in-place and quarantine orders, government and agency restrictions and recommendations placed on individuals and groups of individuals, any law or action taken by a government or public authority, health and travel restrictions, floods, fires, wars, epidemics and pandemics (including without limitation COVID-19 coronavirus), illness, accidents, internet and third party application connectivity, interruption or failure of utility service, electronic or communications failure, war, explosion, fire, flood, drought, earthquake, or other natural disaster, terrorist attack, riots, civil war, loss of electricity, labor or trade dispute, strike, industrial action or lockout, nonperformance by service providers and subcontractors, delays by you, and other impediments to performance caused directly or indirectly by any event or circumstances outside Totango's reasonable control, that make Totango's performance illegal, impossible, inadvisable, or commercially impractical as determined in Totango's reasonable discretion. If an Event is delayed, canceled, rescheduled, or postponed for these or any other reasons, your sole remedy shall be that we will provide you with access

to the rescheduled Event or a similar replacement Event, such as virtual event access, at a later date to be determined by Totango. If an Event is delayed, canceled, rescheduled or postponed, there will be no refunds provided. Totango will take reasonable efforts to notify you of any interruptions to the Event as soon as reasonably possible.

Access to Event; Disclaimer

We cannot guarantee your admission to any specific Event activity, as capacity and availability limits apply to both physical and virtual Events. For a virtual Event, we cannot guarantee the Event will be free from any kind of harmful interaction or interference, including but not limited to phishing, Zoom bombing, etc.

We may refuse Event participation to or remove Event access from anyone we determine, in our sole discretion and without liability or refund, (1) poses a health and safety risk to any person or entity at the Event; (2) has behaved or is behaving in a manner that may disrupt, hinder, or cause a nuisance to any person or entity at the Event; or (3) fails to, or threatens or is otherwise likely to fail to, comply with our [Health and Safety Guidelines](#) or any instructions posted onsite at the Event, [Code of Conduct](#), our instructions not to record certain Event activities, these Event Terms, and all laws, regulations, and rules (including additional rules and terms of Event venues and platforms) applicable to your participation in or access to the Event.

Harassment; Code of Conduct

Totango 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 or at our Events in any form. Sexual or discriminatory language and imagery is not appropriate for any venue, including personal space, presentations, workshops, parties, Twitter, Zoom, 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. The full explanation of our [Code of Conduct](#).

Rogue Events

As a condition of your registration for and attendance at our Event, you represent, warrant, and covenant that you will not enter into any other agreement that conflicts with or would preclude you from complying fully with any of the provisions of these Event Terms and our policies, including our [Code of Conduct](#). Producing or hosting other events or activities within 20 miles of a physical Event that solicit sponsorship and/or target or invite Totango Event attendees, sponsors, or exhibitors without our express permission during Event activities shall be considered a conflicting obligation.

Limitations on Your Recordings

Totango 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 Totango that such recordings or photography are so limited, restricted or prohibited:

(a) transfers ownership of any and all unauthorized recordings of the Event (i.e., tape, CD, or such other medium) to Totango or its assigns;

(b) agrees, upon request, to give possession of all copies of any such unauthorized recordings to Totango before leaving the Event;

(c) authorizes use of any such unauthorized recordings of the Event by Totango and/or its assigns for any purpose; and

(d) represents and warrants that any attendees and other individuals that appear in such photos and videos have also consented to such use.

For a virtual Event, you may take screenshots of Event activities for your personal use, but those screenshots may include content or material that is protected by copyrights, trademarks, or other rights which we own or have licenses to use. So you may not copy, reproduce, publish, or distribute the screenshots or take any audio or video recordings of Event activities without our prior written permission.

For a physical Event, we will post a sign at the entry, make an announcement at the beginning of the Event activity, and/or notify you through our Event platform, on the registration form for that Event activity, through online community, or otherwise if that Event activity may not be recorded or photographed.

We encourage you to share screenshots and “snippet” recordings on your social media channels, as long as the clips use our official event hashtag, tag Totango and any sponsors (as appropriate), and are less than one minute in length. Live streaming and posting any images or recordings of Event activities when we have announced recording of that Event activity is not permitted. You agree not to use any permitted recordings for commercial purposes, to mislead or disparage, to imply you own the recording content, to suggest that we endorse your business, or in violation of applicable laws or our [Code of Conduct](#). You further agree to comply with any requests we make not to record specific Event activities and for you to discontinue use of recordings, including removal of previous social media posts that include those recordings.

Authorization for Recordings by Totango and Event Sponsors

Totango, Event sponsors, and other authorized third parties may from time to time take photos and videos at the Event, which Totango and those third parties may later use in any format or medium for 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 Totango 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 Totango harmless from, their use in this fashion. The views expressed by any Event attendee, speaker, exhibitor or sponsor are not necessarily those of Totango or its affiliates. All Event attendees, speakers, exhibitors and sponsors are solely responsible for the content of any and all individual or corporate presentations, marketing collateral, advertising, and online web content.

Privacy and Data Sharing

Totango cares about the privacy of its Registrants. As further set forth in our [Privacy Policy](#), Totango abides by the applicable laws associated with sharing of personal data. Totango will collect, use, and share data that the Registrant submits to or through registration for the Event with the Totango team, Event platform and registration service providers, Event venues, and other Event vendors to facilitate your attendance at the Event, improve your experience at the Event, and as otherwise indicated on the registration form for the Event or specific Event activities. By using the Website, submitting the registration form for the Event or specific Event activities, 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 our Privacy Policy and these Event Terms. Without limiting any of the terms of the Privacy Policy, Totango does not sell

or rent Registrants' personal registration data to any third parties. However, you will have the option of sharing your information with other attendees and sponsors through our Event platform and other online communities and by registering for specific Event activities (including sponsored activities), and, to the extent authorized by you, Totango may use or share, but will not sell, your personal registration data with affiliates and/or trusted business partners, including without limitation, sponsors, exhibitors, service providers, and other agents and representatives with whom Totango has engaged with respect to the Event platform, online communities, and specific Event activities, including for their marketing and promotional purposes. If you do choose to register for specific Event activities or use our Event platform and other online communities, you acknowledge that we do not control how other attendees or sponsors of those specific Event activities use your information. If you believe a sponsor or other attendee has used your information without your consent, please inform us immediately at privacy@totango.com.

Third Party Links and Content

Our Website, mobile app, or any of our other websites or applications may contain links to other websites that are owned and operated by third parties and to content provided by third party service providers, Event sponsors, and other Event registrants, including videos, images, descriptions, links and other content. We have no control over third party websites or content, and we are not responsible for the availability of or materials provided on or through those third party websites or content. We do not make any representations regarding the accuracy of any third party websites or content. We are not responsible or liable for damages or losses arising from third party sites or content, and we recommend you review their applicable terms and conditions, as well as their privacy policies, if you choose to engage with those sites or content. You agree to assume all responsibility for your decision to enter into any transaction or other relationship with those third parties.

Personal Access by Registrant of Record Only

Access to our Event is for personal and non-commercial use only by the registrant of record and may not be shared or resold under any circumstances. We grant you a limited, non-exclusive, non-transferable, revocable right to access the Event and view the Event activities for the duration of the Event, subject to the limitations in this provision. Access may not be transferred except as provided in these Event Terms and authorized by Totango. Where there has been any sharing, resale, attempted sharing or resale, unauthorized transfer, or other breach of these Event Terms, we reserve the right to revoke your Event access immediately and without a refund or any further liability to you.

Special Assistance

You are responsible for advising us regarding any special access, accommodations, or other assistance you require at the time you register for our Event, and we will assist you as best we can.

In the event your attendance at our Event requires the granting of a visa, you agree Totango is not responsible for ensuring the granting of your visa and will not issue a refund if your visa is not granted.

Usage Terms

Access to a virtual Event and our Website and applications, as well as access to certain components of a physical Event, requires compatible devices. Additionally, certain software (including third-party software) may be required or may need updates. Your access to a virtual Event, our Website and applications, and certain components of a physical Event may be affected by the performance of your device and certain software. We will provide access tips on our website or via email to Registrants prior to the Event.

Additionally, you will need a high-speed internet connection in order to access a virtual Event. When accessing through a mobile network, the network will apply fees for data usage.

Virtual Events & Platform

Unless otherwise noted as a virtual event, All events are in person and only select sessions may be streamed. We will share all session via recordings 2-4 weeks after the event.

Disclaimers; No Warranties

Totango Events, this Website, and any applications are provided “As-Is” and “As Available,” without warranty of any kind, express or implied. We make no guarantees as to uptime or availability of virtual Events, this Website or any applications, and we do not warrant that our Events, this Website, or applications or any of their content or functionality will be error-free or uninterrupted or that defects will be corrected. Registrant assumes all responsibility and risk for the use of the Website and/or attendance at or registration for the Event, including without limitation access to and use of Event venues and platforms and exposure to COVID-19. To the fullest extent permissible by applicable law, we shall have no responsibility or liability for any content or materials displayed or distributed as part of our Events or on our Website or applications, or any other resulting damage, including without limitation damage from virus attacks, internet congestion, and denial of service attacks. We disclaim all warranties, express or implied, including without limitation implied warranties of merchantability, fitness for a particular purpose, noninfringement, or other violation of rights.

Limitation of Liability

UNDER NO CIRCUMSTANCES, INCLUDING, BUT NOT LIMITED TO, NEGLIGENCE, BREACH OF CONTRACT, OR BREACH OF ANY STATUTORY OR OTHER DUTY OF CARE, SHALL TOTANGO OR ITS AFFILIATES BE LIABLE TO A REGISTRANT OR ANY OTHER PERSON OR ENTITY ASSOCIATED WITH THE REGISTRANT FOR ANY INDIRECT, SPECIAL, INCIDENTAL, PUNITIVE, EXEMPLARY, OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOSS OF DATA, REVENUE, OR PROFIT, ARISING OUT OF THESE EVENT TERMS OR THE USE OR INABILITY TO ACCESS OR USE THE WEBSITE, APPLICATIONS, EVENT, OR ANY OTHER MATERIALS, INCLUDING, WITHOUT LIMITATION, THIRD-PARTY MATERIALS, PRODUCTS OR SERVICES, WE HAVE MADE AVAILABLE TO YOU, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY. TOTANGO’S MAXIMUM LIABILITY FOR ALL CLAIMS ARISING OUT OF THESE EVENT TERMS OR THE ACCESS, USE OR INABILITY TO ACCESS OR USE THE WEBSITE, APPLICATIONS, EVENT, OR ANY OTHER MATERIALS WE HAVE MADE AVAILABLE TO YOU SHALL NOT EXCEED, IN THE AGGREGATE, THE AMOUNT YOU HAVE PAID TO ADMISSION TO TOTANGO EVENT. IF YOUR ACCESS OR USE OF THE WEBSITE, APPLICATIONS, EVENT, OR ANY OTHER MATERIALS, INCLUDING, WITHOUT LIMITATION, THIRD-PARTY MATERIALS, PRODUCTS OR SERVICES, WE HAVE MADE AVAILABLE TO YOU, RESULTS IN THE NEED FOR SERVICING, REPAIR OR CORRECTION OF EQUIPMENT OR DATA, YOU ASSUME ALL DIRECT AND RELATED COSTS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO DEPENDING ON YOUR STATE OF RESIDENCE, ALL OR A PORTION OF THIS PROVISION MAY NOT APPLY.

Indemnification

You agree to defend, indemnify, and hold harmless Totango, its affiliates, and their respective directors, officers, shareholders, owners, managers, members, past and present employees, contractors, volunteers, representatives, agents, affiliates, successors, and assigns (collectively, “Releasees”) from and against all

actions, suits, claims, losses, liability, costs, and expenses, including attorney fees (collectively, "Claims") arising out of or in connection with: (i) your viewing, purchase, use, or participation in the Event, Website and Applications, including without limitation all content and other materials made available to you; (ii) any content you submit to our Website, applications, or social media properties or tag us in on your social media profiles, or (iii) your violation of these Event Terms. This provision shall apply regardless of Releasees' negligence, if any.

Choice of Law and Venue

These Event Terms and any Claims arising out of or in connection with these Event Terms or the Website, applications, or Event, including without limitation any Claims that might arise between Registrant and Totango ("Claim") shall be governed by and construed in accordance with the laws of the State of California in the United States, without regard to its conflict of law provisions. Any matter involving interpretation or enforcement of these Event Terms shall be brought in the state or federal courts in San Francisco County, California. By purchasing, using, viewing, or participating in the Website, applications, or Event, you agree to accept the exclusive personal jurisdiction in and exclusive venue of those courts. We shall be entitled to recover our attorneys' fees and costs in enforcing our rights under these Event Terms, whether we choose to enforce our rights through negotiation, mediation, arbitration, or litigation.

Notices

Any notices to you regarding these Event Terms will be provided by email using the contact information last provided by you. Notice will be deemed given one (1) business day after email transmission from us, or two (2) business days after the date of posting on our website or elsewhere, as may be appropriate under the circumstances or otherwise required by law. If you have any questions about our Events, Website, applications, or any of our terms or policies, including these Event Terms, please email events@totango.com, and include the name of the terms, policy, or Event in the subject line.

Waiver

Failure by either party to enforce any provision in these Event Terms is not a waiver of future enforcement of that or any other provision. The waiver of any breach of these Event Terms is not effective unless in a written agreement signed by the waiving party and is not a waiver of any other or subsequent breach.

Updates to Terms of Use

We will update these Event Terms occasionally to reflect changes in the law, our Website, applications, Events, our practices, and advances in technology. When we post those changes, we will revise the "Last Updated" date at the top of these Event Terms. If we make any material changes to these Event Terms, we will take reasonable steps to notify you or obtain your consent, which could include notifications through our website, via email, or as otherwise may be required by law. Please review any changes carefully. Any access or use, including your continued access or use, of the Website, applications, or Event by you after we have posted the updated version of these Event Terms will mean you consent to and accept those changes. If you do not consent to any changes, you may cease accessing, using and viewing our Website, applications, and Event, and you may contact us to request deletion of your personal information.

Severability; Entire Agreement

In the event that any portion of these Event Terms is declared invalid, illegal, or unenforceable for any reason, the remaining portions of these Terms shall remain in full force and effect. These Event Terms together with our [Health and Safety Guidelines](#), [Code of Conduct](#), and [Privacy Policy](#), are the exclusive agreement between us with respect to this subject matter and supersedes all prior agreements, negotiations, representations, and proposals, written or oral, relating to this subject matter. There are no conditions precedent to the effectiveness of these Event Terms other than those expressly stated in these Event Terms. The provisions of these Event Terms may not be explained, supplemented, or qualified through evidence of trade usage or a prior course of dealing. In entering into these Event Terms, neither party has relied upon any representation, warranty, or agreement of the other party except for those expressly contained in these Event Terms.

Health & Safety Guidelines

[To be provided by Totango]

What is Totango doing to keep attendees' health and safety a priority?

For everyone planning to attend Totango's upcoming events, please know that your health and safety is Totango's primary concern. Totango is committed to ensuring all those attending in-person at the CSS22 Events will feel safe and comfortable to do so. We are implementing additional safety measures in conjunction with the venues and state/local guidelines. You also will be required to sign a Release, Waiver, and Assumption as part of the registration process. Totango will follow the State of California, local governments, CDC and WHO's safety rules and guidelines as it pertains to COVID, and we encourage everyone to follow the CDC's advice to limit the spread of COVID-19 as well. Please visit [cdc.gov](https://www.cdc.gov) for the most up-to-date guidance.

As COVID-19 and pertinent health & safety guidelines evolve, these guidelines will continue to be adapted and updated to have the safest event possible. All those planning to attend in-person will be asked to adhere to the following health & safety guidelines:

Attendance Requirements

- All guests attending upcoming events must show:
 - Proof of full vaccination for all attendees **OR**
 - Proof of a negative COVID-19 test result taken within 72 hours prior to arrival
- Photo ID that matches proof of vaccination or negative test result
- Proof of Vaccination:
 - A person is considered fully vaccinated having received the final dose of the COVID-19 vaccine series at least two (2) weeks prior to the event. This means at least two weeks following the second dose of a two-dose vaccine (Pfizer-BioNTech, Moderna, AstraZeneca-Oxford (e.g. Covishield, Vaxzevria), Sinopharm or Sinovac) or at least two weeks following the single dose vaccine (Johnson & Johnson/Janssen).

- Proof of full vaccination can will be verified using the following:
 - A physical vaccination card (Including name, type of COVID-19 vaccine, and date the last dose was administered)
 - OR – A photo of your vaccination card
 - OR – A photo of your vaccination card stored on a phone or electronic device
 - OR – A digital record of your vaccination from the California Department of Public Health or other approved companies stored on a phone or electronic device
 - OR – Documentation of your full vaccination against COVID-19 from a healthcare provider saved to your phone or mobile device
- Vaccination records must clearly show the name of the vaccinated attendee, type of COVID-19 vaccine administered, and the date(s) of each dose administered.
- If an attendee has received one dose of the Pfizer or Moderna vaccine, or are not beyond the two-week minimum fully vaccinated window then he/she must still provide proof of a negative COVID-19 test taken within 72 hours (unless otherwise specified) of the start of an event for entry.
- Negative COVID Test
 - COVID-19 testing must occur within 72 hours of the event start time
 - Both PCR and antigen tests are acceptable.
 - Information must include name, type of test performed, negative test result, and verification that the test was taken within 72 hours (unless otherwise specified) of the start of the event.
 - Attendees must present a printed document from the test provider or laboratory provider OR an email or text message displayed on a phone or electronic device from the test provider or laboratory.

Facial Covering:

- Attendees may wear their own if preferred.
- According to the hotel policy where the event is hosted Totango employees, hotel staff, contractors, and suppliers will wear masks at all times while on-site at CSS22 Event.
- Totango reserves the right to modify these policies and procedures at any time given the rapidly changing nature of the current global pandemic.
- We will follow and monitor all federal COVID guidelines and paply those as necessary.

Daily Temperature Checks

- All event participants will have access to self check for daily temperature.

Social Distancing

- For the safety of all attendees, Totango has adjusted the event’s layouts and guidelines to promote physical distancing.
- The hotels will leave additional space between chairs in meeting rooms to allow for physical distancing.
- Event seating will promote physical distancing by configuring common spaces to offer open space.

- Event committee will post signs or markers near restrooms to remind people to constantly sanitize, and maintain the appropriate social distance.

Hand Washing & Sanitation

- Attendees will be reminded to frequently wash hands, avoid touching their faces with unwashed hands, and cover coughs and sneezes.
- Hand sanitizer stations will be available throughout the meeting space, at registration, and in the lobby area
- Those in attendance will be expected to frequently wash and sanitize their hands.

Air Circulation

- The meeting hotels assure us that their air filtration and air mass refresh levels are at the highest quality, consistent with the hotels best practices

End of Day Sanitization

- We have requested the hotel implement frequent wipe downs of all common touch areas each day including doorknobs, lecterns, microphones, counters, trash receptacles, screens, water stations, registration tables, keynote chairs, and in and around the bathroom areas

Onsite Testing

- PCR and antigen testing with same-day results will be available onsite as necessary.
- Additional tests will be required if there are any positive results among the attendees.

Handshakes

- Totango suggests that attendees refrain from shaking hands and instead use non-contact forms of greeting, such as a wave or thumbs up.

Health Check

- Totango requests all attendees, speakers, and suppliers evaluate their own health and that of those they're in close contact with. We encourage all attendees that are sick or showing symptoms of illness to stay home and contact us at events@totango.com in regards to their registration
- **Pre-Event:** The best way to prevent illness is to avoid being exposed to this virus. For the health and safety of all our attendees, if you have any flu-like symptoms within the last 2 weeks prior to the event (fever and a cough, sore throat, runny or stuffy nose) or symptoms related to COVID-19 within the last 2 weeks prior to the event, unfortunately, you will not be allowed to attend Totango CSS22 Events. Those with an increased risk of severe illness from COVID-19 should not attend the event until after consulting with a medical professional. If sickness prevents you from traveling and attending, please contact us to update your travel plans and to cancel the ticket.
- **On-site:** As a precaution, if you are exhibiting Covid related symptoms on-site during CSS22 Executive Event, please self-monitor and report it to the event organizers. You will be requested to take a rapid COVID test, stay in quarantine if positive, and then return

home. Totango Events will directly coordinate with the attendee to ensure a safe passage home.

- Please alert us at events@totango.com as soon as possible if you are experiencing any COVID symptoms so we can make the necessary changes to your ticket and travel arrangements.

COVID Onsite

- If a person tests positive onsite, we will alert those who have been exposed immediately. For those exposed, a rapid COVID test will be made available upon request.
- If you test positive, as part of liability waiver, Totango will not be responsible for expenses incurred. We request that the individual go to the hotel room and begin the quarantine process.

COVID Post-Event

- If an attendee contract COVID post-event within 24 hours of departure, please notify us at events@totango.com

Each registrant is responsible for complying fully with the [Health and Safety](#) Guidelines and all posted instructions onsite for the health and safety of all attendees.

COVID-19 is an extremely contagious disease that can lead to severe illness and death. By attending CSS22 Event, you voluntarily assume all risks related to exposure to COVID-19.

Liability Waiver & Release of Claims

COVID-19 Safety Acknowledgment - Liability Waiver and Release of Claims

READ CAREFULLY BEFORE SIGNING – Check box for each paragraph before signing

ACCEPTANCE OF THE TERMS & CONDITIONS OF THE BELOW WAIVER OF LIABILITY IS REQUIRED FOR IN-PERSON ATTENDANCE - THERE WILL BE NO EXCEPTIONS TO THIS.

If you attend Totango's Events onsite, we will be following strict safety and health protocols, such as mask-wearing, social distancing, frequent disinfection, and limited room capacities depending on CDC requirements. You will have the ability to select in-person or virtual attendance as part of the registration process, and will also be able to amend your registration up to a certain date. However, if you plan on

attending the event in-person and onsite, Totango requires both knowledge of your attendance and receipt of your electronic signing of the Waiver of Liability 2 weeks prior to the event (may read and electronically submit your signature below).

Failure to complete and submit the Waiver of Liability form before the event may result in an automatic cancellation of your in-person conference registration.

Waiver of Liability, Release of Claims, and COVID-19 Safety Acknowledgment

For and in consideration of the Attendee being permitted to attend the Totango's CSS22 Event, and any of its related activities ("Conference"), at the hotel hosted on select dates. Attendee acknowledges and agrees, with such attestation as to Attendee's acknowledgment and agreement coming from the electronic submission below by Attendee.

I, as Attendee, acknowledge a willingness, freely and voluntarily, without any inducement, assurance, or guarantee being made to me, to attend the Conference.

Release & Waiver

ATTENDEE HEREBY RELEASES, WAIVES AND FOREVER DISCHARGES ANY AND ALL LIABILITY, CLAIMS, AND DEMANDS OF WHATEVER KIND OR NATURE AGAINST TOTANGO AND ITS AFFILIATED PARTNERS AND SPONSORS, INCLUDING IN EACH CASE, WITHOUT LIMITATION, THEIR DIRECTORS, OFFICERS, EMPLOYEES, VOLUNTEERS, AND AGENTS (THE "RELEASED PARTIES"), EITHER IN LAW OR IN EQUITY, TO THE FULLEST EXTENT PERMISSIBLE BY LAW, INCLUDING BUT NOT LIMITED TO DAMAGES OR LOSSES CAUSED BY THE NEGLIGENCE, FAULT OR CONDUCT OF ANY KIND ON THE PART OF THE RELEASED PARTIES, INCLUDING BUT NOT LIMITED TO DEATH, BODILY INJURY, ILLNESS, ECONOMIC LOSS OR OUT OF POCKET EXPENSES, OR LOSS OR DAMAGE TO PROPERTY, WHICH ATTENDEE'S HEIRS, ASSIGNEES, NEXT OF KIN AND/OR LEGALLY APPOINTED OR DESIGNATED REPRESENTATIVES, MAY HAVE OR WHICH MAY HEREAFTER ACCRUE ON ATTENDEE'S BEHALF, WHICH ARISE OR MAY HEREAFTER ARISE FROM ATTENDEE'S PARTICIPATION WITH THE CONFERENCE.

Assumption of Risk

Attendee must acknowledge and understand the following:

1. Participation includes possible exposure to and illness from infectious diseases including but not limited to COVID-19. While particular rules and personal discipline may reduce this risk, the risk of serious illness and death does exist; and attendee acknowledges that Totango is not responsible for costs related to illness such as quarantine expenses and health expenses.
2. Attendees knowingly and freely assume all such risks related to illness and infectious diseases, such as COVID-19, even if arising from the negligence or fault of the Released Parties
3. Attendee hereby knowingly assumes the risk of injury, harm and loss associated with the Conference, including any injury, harm and loss caused by the negligence, fault or conduct of any kind on the part of the Released Parties.

Medical Acknowledgments & Release

Attendee acknowledges the health risks associated with attending the Conference, including but not limited to transient dizziness, lightheaded, fainting, nausea, muscle cramping, musculoskeletal injury, joint pains, sprains and strains, heart attack, stroke, or sudden death. Attendee agrees that if Attendee experiences any of these or any other symptoms during the Conference, Attendee will discontinue participation immediately and seek appropriate medical attention. ATTENDEE DOES HEREBY RELEASE AND FOREVER DISCHARGE THE RELEASED PARTIES FROM ANY CLAIM WHATSOEVER WHICH ARISES OR MAY HEREAFTER ARISE ON ACCOUNT OF ANY FIRST AID, TREATMENT, OR SERVICE RENDERED IN CONNECTION WITH ATTENDEE'S PARTICIPATION IN THE CONFERENCE.

As an Attendee, you recognize that your participation, involvement and/or attendance at Totango's events is voluntary and may result in personal injury (including death) and/or property damage. By attending, observing or participating in the Conference, you acknowledge and assume all risks and dangers associated with your participation and/or attendance at the Conference, and you agree that: (a) Totango (b) the property or site owner of the Conference, and (c) all past, present and future affiliates, successors, assigns, employees, volunteers, vendors, partners, directors, and officers, of such entities (subsections (a) through (c), collectively, the "Released Parties"), will not be responsible for any personal injury (including death), property damage, or other loss suffered as a result of your participation in, attendance at, and/or observation of the Conference, regardless if any such injuries or losses are caused by the negligence of any of the Released Parties (collectively, the "Released Claims"). BY ATTENDING AND/OR PARTICIPATING IN THE CONFERENCE, YOU ARE DEEMED TO HAVE GIVEN A FULL RELEASE OF LIABILITY TO THE RELEASED PARTIES TO THE FULLEST EXTENT PERMITTED BY LAW.

Attendee Qualification

While participating in events held or sponsored by the Totango, Inc., consistent with CDC guidelines, participants are encouraged to practice hand hygiene, "social distancing" and wear face coverings to reduce the risks of exposure to COVID-19. Because COVID-19 is extremely contagious and is spread mainly from person-to-person contact, Totango has put in place preventative measures to reduce the spread of COVID-19. However, Totango cannot guarantee that attendees will not become infected with COVID-19.

In light of the ongoing spread of COVID-19, individuals who fall within any of the categories below should not engage in Totango events and/or other face to face fundraising activities.

By attending the Totango event, you certify that you are vaccinated or have provided a negative test within the 72 hours of the event and **do not** fall into any of the following categories:

1. Individuals who currently or within the past fourteen (14) days have experienced any symptoms associated with COVID-19, which include fever, cough, and shortness of breath among others;
2. Individuals who have traveled at any point in the past fourteen (14) days either internationally or to a community in the U.S. that has experienced or is experiencing sustained community spread of COVID-19; or
3. Individuals who believe that they may have been exposed to a confirmed or suspected case of COVID-19 or have been diagnosed with COVID-19 and are not yet cleared as non-contagious by state or local public health authorities or the health care team responsible for their treatment.

Duty to Self Monitor

Attendees agree to self-monitor for signs and symptoms of COVID-19 (symptoms typically include fever, cough, and shortness of breath) and, contact us at events@totango.com and their direct manager if you experiences symptoms of COVID-19 within 14 days after participating or volunteering with Totango.

COVID Liability Waiver (Also posted on Registration page)

COVID-19 Liability Waiver Part 1 *

By checking this box, By checking this box, I agree that I will not attend Totango Totango if within fourteen (14) days preceding the start date, I have: 1. tested positive or presumptively positive for COVID or other communicable disease or been identified as a potential carrier of COVID or other communicable disease; or 2. experienced any symptoms commonly associated with COVID or other communicable disease; or 3. traveled to a country that is subject to a U.S. State Department Level 4 “Do Not Travel” health advisory or a CDC Level 3 Travel Health Notice (each, a “Prohibited Country”); or 4. been in direct contact with or the immediate vicinity of any person who is either confirmed or suspected of being infected with COVID or other communicable disease or who has travelled to a Prohibited Country within the last fourteen (14) days preceding the encounter.

I have read and acknowledge this statement

COVID-19 Liability Waiver Part 2 *

By checking this box, I understand and agree that Totango may share any COVID-related information such health and safety protocols with public health authorities or other regulatory agencies, as required under applicable law.

I have read and acknowledge this statement.

COVID-19 Liability Waiver Part 3 *

By checking this box, I acknowledge the contagious nature of COVID-19 and voluntarily assume the risk that I may be exposed to or infected by COVID-19 by participation; and that such exposure or infection may result in personal injury, illness, permanent disability, and death. I understand that the risk of becoming exposed to or infected by COVID-19 at a Totango Event may result from the actions, omissions, or negligence of myself and others, including, but not limited to, Totango employees, and partners. If I am exposed or infected by COVID-19 during my participation at aTotango Event, then I may be found by a court of law to have waived my right to maintain a lawsuit against the parties being released on the basis of any claim for negligence.

I have read and acknowledge this statement

COVID-19 Liability Waiver Part 4 *

By checking this box, I understand that all attendees may be required to use hand sanitizer frequently, maintain a safe social distance, and follow other COVID guidelines. These regulations may become more or less strict at any time between now and the event date, due to circumstances beyond Totango's control.

I have read and acknowledge this statement

COVID-19 Liability Waiver Part 5 *

By checking this box, I further agree that neither Totango nor its agents, officers, directors, members, contractors, or employees shall be liable for illness, sickness or injuries to the person (including death) or loss or damage to property resulting from, occurring at or arising out of the Totango Event or Event-related activities, including but not limited to any sessions presented in connection with theTotango Event, or for any indirect, incidental, consequential, special, punitive or exemplary damages. I further release and discharge such persons and entities from, and covenant not to sue such persons and entities with respect to, any and all risks, injuries, losses, damages and liabilities described herein.

Photography Waiver

By checking this box, I acknowledge that my photos will be taken at the event and agree to be photographed.

By registering for and attending any virtual or physical events (“Event”) organized by Totango, and its affiliates (collectively “Totango, Inc.,” “we,” “our”), you agree and acknowledge that we plan to take photographs and make audio and video recordings (collectively, “Recordings”) at the Event. Totango may use these assets in marketing materials and for promotional purposes, as determined in our discretion. By participating in the Event, you grant Totango the right to use and license use of your image, likeness, and voice in Recordings and all media, now or hereafter known, by whatever means exhibited, advertised, or otherwise exploited. You hereby agree to:

(1) release and hold Totango harmless from any and all liability arising out of the use of the Recordings in any manner or media whatsoever;

(2) waive any right to inspect or approve the use of the Recordings; and

(3) waive any and all actions, suits, or claims relating to use of the Recordings, including claims for invasion of privacy rights or publicity.

All assets and published materials are property of Totango. Furthermore, Totango’s physical events are held in public spaces and virtual events are held on digital platforms; therefore, we do not prohibit (and cannot reasonably prevent) other registrants, exhibitors, sponsors, media organizations, or other companies from photographing, or making audio or video recordings of Event activities.

Attendee Code of Conduct

Totango expects that all personnel, attendees, speakers, and suppliers will show integrity and act with accordance to the highest standards of professional conduct, honesty, and ethical behavior. Attendees should follow their schedules and perform their duties in the utmost professional way, be friendly, collaborative and be open for communication with others.

Totango believes our community should be truly open for everyone. As such, Totango 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. Totango does 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.

This code of conduct outlines our expectations for participant behavior as well as the consequences for unacceptable behavior. We invite all sponsors, volunteers, speakers, attendees, media, exhibitors, and other participants to help us realize a safe and positive conference experience for everyone. All

determinations of appropriate or inappropriate behavior are in Totango's sole discretion and the decision(s) of Totango's representatives will be final.

Please bring any concerns to the immediate attention of our team. We are available to help or talk 24/7. You can reach us via email at events@totanog.com, or if you are on-site during an event, please look for a member of our team in a "STAFF" shirt and we will make sure you get the help you need.

Expected Behavior

We expect all CSS22 Events attendees to:

In Person

- Be positive, friendly, and welcoming to others
- Be considerate, respectful, and collaborative
- Refrain from demeaning, discriminatory, or harassing behavior and speech.
- Recognize that CSS22 Events is a place for diversity of thought, organization, and individuals; as such, respect and inclusivity for all is expected
- Be mindful of your online presence and those of your fellow participants. Alert conference organizers if you notice a dangerous/inappropriate situation or someone in distress.
- Always wear your name badge.
- Comply with instructions of any session moderators, monitors or any Totango staff.
- Comply with all applicable laws, regulations, and rules.
- Be alert and report any unacceptable behavior to event staff immediately.

Don'ts of Virtual Event Attendance:

- Do not disrupt the virtual meeting (e.g., "zoom-bombing") or engage in harm or threats of harm of any kind.
- Do not create/contribute to a safety threat or unsafe or exclusionary situation.
- Do not make audio or visual recordings of the Virtual Meeting in any medium—and do not distribute audio or visual recordings of the Virtual Meeting (via social media or any other means). Only Totango or its representatives may do so, after warning participants to give them an opportunity to opt out.
- Do not take or distribute pictures of or copy research posters/presentation materials unless explicit permission is granted.
- Participants violating these rules may be removed without a refund at the discretion of Totango.
- Participants asked to stop any harassing behavior are expected to comply immediately.

Unacceptable Behaviors Are:

Examples of unacceptable behavior(s) are noted below, but are are not limited to:

- **Possessing open containers of alcohol outside designated event areas and being intoxicated**—Please drink responsibly, adhere to all company policies, drink alcohol only in reasonable

quantities, and make plans to avoid driving after drinking alcohol. Safe passage home must be arranged for anyone who appears to be impaired

- **Inappropriate physical contact**—such as unwelcome sexual advances, groping, sexual assault
- **Intimidating, harassing, abusive, discriminatory, derogatory, or demeaning conduct**—including deliberate intimidation, stalking or following; photography or recording used to harass; perpetual disruption of sessions, talks or other events
- **Physical, written, verbal, or other abuse**—as determined by the event organizer and its representatives in their sole discretion
- **Unruly, lewd or vulgar behavior or language**—with sexually explicit or offensive language, profanity, obscene gestures, or racial, religious or ethnic slurs
- **Wearing unsuitable clothing for a professional environment**—considered offensive
- **Failure to obey any rules or regulations of the venues**—Be mindful of members of the public at venue and avoid any destruction or vandalizing of property or venues
- **Possession of a weapon or any item that can be used as a weapon**—Weapons include guns, knives, swords with blades, chemicals or any other item whose purpose is to cause harm to another person, regardless of whether an employee possesses a concealed weapon permit or is allowed by law
- **Possessing any illegal substance**— Totango does not tolerate the use or abuse of illegal substances anywhere in the event venues

Scope: We expect all event participants (including Totango employees, moderators, attendees, vendors, sponsors, speakers, and volunteers) to uphold the principles of this Code of Conduct. This Code of Conduct covers all Totango’s events (virtual or in-person) and all related events (social or otherwise). Totango’s employees participating in virtual events must continue to abide by all company policies at all times.

Consequences of Unacceptable Behavior

Unacceptable behavior will not be tolerated. If asked to stop behavior, all attendees are expected to comply immediately. Anyone engaged in unacceptable behavior is subject to expulsion from CSS22 Executive Summit. Attendees who do not comply with any of Totango’s policies may be subject to removal from the event, criminal charges, and civil lawsuits.

How to report Unacceptable Behavior or Suspicious Person/Behavior/Package

If you experience or witness a life or health threatening emergency, *please call 911 immediately*. Remember If you see something, say something. If you feel that you are a victim of harassment, you should immediately report the situation to us.

If you witness poor treatment of another attendee or have additional concerns, please contact any member of the CSS22 Executive Summit event organizers at events@totango.com. Staff can be found at the registration desk.

Privacy Policy

Totango to Provide

Link to [Totango's Privacy Policy](#)