

PANIC EN LA PLAYA 2026 TERMS & CONDITIONS

All deposits and payments for Panic en la Playa are non-refundable.

Cloud 9 Holdco, LLC ("Company" or "Cloud 9") has a strict cancellation policy for Panic en la Playa ("Event") and recommends that all Guests purchase travel insurance that includes Cancel for Any Reason coverage to give them the most complete protection for their trip. Company recommends that guests purchase an insurance policy that includes "Cancel for Any Reason" coverage to protect the cost of their trip.

If the Event is postponed, Guests will be offered the opportunity to roll their reservation to the following Panic en la Playa or to receive a full refund.

Be advised that once you book a room as Lead Guest, you are obligated for the full room rate based on the full occupancy set forth in the item you purchased.

There will not be any refunds given for unused reservation, cancellations for any reason or for those who show up to the event late or do not show up at all, or for any reason after the start of the Event.

Reservation Cancellation for Non-Payment: If a scheduled payment in a reservation remains unpaid 48 hours after the late fee or decline payment fee has been assessed, the reservation is considered delinquent and is subject to cancellation by the Event.

All cancellations must be submitted in writing by completing a Cancellation Form. If you are unable to fill out the online Cancellation Form, please email Panic en la Playa via email form on the Event website.

Only reservations booked through Cloud 9 will be honored for this Event. Anyone found buying or selling a room for more than face value will be cancelled.

RELATIONSHIP OF PARTIES

This Agreement is between you ("You" or "you" or "Guest"), on the one hand, and Cloud 9 Holdco, LLC, ("Company" or "Cloud 9") on the other hand, for Panic en la Playa ("Event") taking place January 20 – 24 2026 at Hard Rock Riviera Maya ("Resort" or "Hotel"). You expressly acknowledge and agree that (a) you are purchasing a ticket/package for this Event with the Company, and no other third parties, and (b) Cloud 9 Holdco, LLC and their respective parents, members, partners, affiliates, divisions and subsidiaries are not responsible or liable to you for any and all claims arising from or related to the Event in any manner whatsoever.

Your decision to purchase a room, package or ticket to the Event, or attend Event in any capacity, constitutes your acknowledgment of and consent to all terms and conditions below, including the limitations of liability presented herein. Any and all disputes and claims whatsoever related to or involving the Company and/or the Event shall be governed by Florida law and the venue for any litigation shall be in Palm Beach County, Florida.

PAYMENT TERMS

In order for a reservation to be confirmed: A \$250.00 per person deposit must be paid via credit card (\$500.00 per person for Rock Suite). Guests can pay in full or participate in the payment plan according to the payment plan schedule listed below. All deposits for reservations made during the Pre-sale must be paid before the Public On Sale or the reservation becomes subject to cancellation. All deposits for reservations made after the Pre-sale must be paid within 24 hours or be subject to cancellation.

1st Payment: June 19, 2025
2nd Payment: July 19, 2025
3rd Payment: August 19, 2025
4th Payment: September 19, 2025
5th Payment: October 19, 2025

Pay In Full:

Guests who decide to pay in full at the time of booking must pay their deposit and balance via Credit Card.

Payment Plan:

Guests who do not pay in full will automatically be placed into the Payment Plan and be charged a one-time \$25 fee Payment Plan Fee.

If you feel you have been charged in error, please contact the Travel Team via email or live chat to discuss resolution prior to filing a dispute.

RESERVATION FEES

Declined Payment/Late Payment Fees: If your payment declines, you will have 48 hours to remit payment without penalty. A fee of \$35 will be applied if your payment is not successfully re-submitted within 48 hours of the payment date.

Overpayment Reversal Fee: In the event a Guest overpays and wishes to reverse partial or change the payment method, a fee of 3.5% of the requested amount will be applied to the reservation and must be paid in full at the time of the refund.

Reservation Reinstatement Fee: In the event a cancelled reservation is reinstated at the request of the Lead, that reservation is subject to a \$75 per occupancy Reinstatement Fee.

TICKETING SERVICE FEES

Service Fees: \$59 per person, all other fees and payments are due upon first payment date.

NAME CHANGES

There will be no Name Changes or Guest Additions permitted starting December 1, 2025.

The Guest that places the reservation is considered the "Lead Guest" and is the "owner" of the reservation. They must agree to and initiate any changes in the reservation. The Lead Guest will be responsible for receiving all communications, selecting the room at the time of booking, and making sure all payments are made in a timely manner.

Any Guest having financial responsibility for making their own payments must give permission in writing before they can be removed from the reservation. If a non-lead Guest financially responsible for their portion of the reservation has missed a payment and cannot be reached by the Lead Guest or the Event within 48 hours of the late payment, that person's portion may be cancelled and can be removed without permission. Any funds previously paid by a cancelled guest will be retained by the Event and cannot be used towards a new guest.

Lead Guest Name Change Fee:

- Any change of the Lead Guest will be subject to a \$150 Lead Change Fee through October 15, 2025.
- Change requested after October 15, 2025, will incur a \$225 fee.

Name Change and Addition Fees:

- Complimentary through August 31, 2025, for non-lead Guest
- Beginning September 1, 2025, and continuing through October 15, 2025, all Guest changes and Guest additions will be subject to a \$125 Name Change Fee per person.
- Starting October 16, 2025, all Guest changes and Guest additions will be subject to a \$225 Name Change Fee per person.

UPGRADES & DOWNGRADES

You can upgrade your reservation based on availability without penalty or any additional fees. An upgrade is defined as going into a higher room category and/or going from a double occupancy to a triple occupancy, even if such triple occupancy room is of a lower category than the original room purchased. The Event does not permit any downgrades on reservations. A downgrade is defined as a room of a lower (i.e., less expensive per person) category, or from a triple occupancy to a double occupancy, even where such room is of a higher (i.e., more expensive per person) category. If you wish to downgrade, you must cancel your current reservation, pay all applicable fees and book a new reservation.

AGE MINIMUM

Guests must be 18 years or older to be admitted to the event, unless accompanied by an adult.

RATES

Rates include accommodations at resort for the Event nights, all concerts taking place at the resort during the Event, all meals and drinks are included in the all-inclusive package at the resort, gratuities and service fees. Rates do not include transportation to and from the airport, certain activities and excursions, and certain resort offerings, which are not part of the all-inclusive package for the Event. Rates do not include unlimited mini-bar stocking or room service in some cases.

LATE CHECK OUT FEES

In the event you remain in your Guest room past 1pm local time the Company has the right in its sole and exclusive discretion to charge you late check out fee(s) of \$300, according to the actual time of check out or departure from the room(s), whichever time is later. If you remain in your room past 3pm, The Company has the right in its sole and exclusive discretion to charge you for an extra night at the rate posted by Cloud 9 Holdco, LLC.

TRAVEL DOCUMENTS

All Guests are required to have a valid passport for travel from the US. You will be traveling outside of the country for this event, and it is mandatory that you have a valid passport unless you live in the country where the Event is taking place, in which case a Govt issued ID must be presented.

Guests are responsible for obtaining all travel documents as well as complying with Customs and Immigration or any other governmental requirements. Guests will be required to comply with all security measures imposed by governments, which are subject to change. Failure to possess the required travel documents may prevent Guest from being able to travel; in such event, no refunds shall be provided. All foreign travelers should check with local authorities to confirm and make sure that all required travel documents are obtained.

The U.S. State Department has enacted the "Western Hemisphere Travel Initiative." U.S. and Canadian citizens will be required to carry a valid Passport for travel. Also note that the U.S. State Department may change their policies from time to time and the Company cannot be liable for such changes or how those changes may impact your ability to attend the Event.

TRAVEL INSURANCE

The Event has a very strict cancellation policy and highly recommends that all Guests purchase travel insurance. Please note that the sale of travel insurance through the Event is administered by IMG. Their travel insurance contract is subject to additional terms and conditions related to IMG policies and the conditions set forth therein, which are accessible on the event website. You can contact them at 866.368.3724.

Once a policy is issued it cannot be transferred nor the policy amount reduced. If you need to increase your policy amount, please contact IMG to add a supplement to your policy.

Within 10 days of purchasing the policy, you may cancel it and IMG will refund the amount of your policy, as long as you have not already departed on your covered trip or filed a claim, and the travel insurance policy will be void from the beginning. No refunds shall be issued after 10 days of purchasing the policy.

For pre-existing conditions to be covered or to file a "Cancel for Any Reason" claim, you must purchase full trip coverage insurance within 20 days of making your initial deposit for the Event and you must be medically able to travel at the time of purchase. Other restrictions may apply. Written notice of any and all claims must be given to IMG within 90 days from the date of loss, except as otherwise prohibited by law. You have a duty to make all reasonable efforts to minimize losses from any insured benefit.

REFUSAL OF ENTRY/TERMINATION OF TRIP OR EVENT

The Company expressly disclaim any responsibility for personal injury, property damage, loss, delay, inconvenience, or other matters due to negligence, wrongful acts, errors or omissions on the part of any third party, or any supplier of services of goods or of agents selected by you or your travel agent. This includes but is not limited to stays at the resort during the Event nights, as well as Pre and Post Event Nights added to reservations for the Event.

The Event may, in its sole and exclusive discretion, require any person to withdraw from the event if it is deemed that your actions or conduct is offensive, disorderly and/or a nuisance, and in such event the Company shall have no liability to you as a consequence of the early or other termination of your trip and/or event, or be required to pay you any refund.

PHOTOGRAPHY AND VIDEO POLICY

Due to contractual agreements with each Artist, Cloud 9 Holdco, LLC strictly prohibits guests in attendance from video recording all Artist performances. Guests may capture brief, favorite moments on their cell phones - however, professional recording equipment, personal recording equipment, tripods, rigs, and other devices that connect to structures to hold recording devices are not prohibited. Please respect Event & Artist wishes and DO NOT record Artist's performances for more than a brief moment. Recording or transmitting any video in excess of fifteen (15) seconds long (regardless of whether it is a single video or series) is strictly prohibited. Any recordings captured during the Event are for personal use only. Recording and transmitting any report, picture or reproduction of the event is unauthorized, except for limited non-commercial purposes on personal social media channels only. Guests are solely responsible for and required to obtain any and all permissions required prior to posting,

including but not limited to music clearances.

PHOTOGRAPHY & VIDEO RELEASE

Video or audio recording, filming, or photographs may occur at the Event that may be owned, licensed, assigned or distributed nationwide and worldwide by the Company, their affiliates and assignees. By acknowledging the Terms & Conditions of the Event at the time of booking a reservation, you allow, waive and authorize the Company, their affiliates and assignees the right to use your likeness and/or appearance on any film or video format now known or hereinafter developed in any manner whatsoever. You will not receive any compensation for such use and waive any right to bring any action in law or equity against the Company, their affiliates and assignees for such use.

ZERO TOLERANCE POLICY

In accordance with local, state, federal and international laws, the Event has a strict zero tolerance policy regarding the illegal use, possession, purchase or distribution of controlled substances. Any violation of this policy will result in immediate ejection from the Event as well as the individuals being turned over to the local law enforcement officials for appropriate legal action. In such cases the Company shall not be liable for any refund or other compensation or damages and reserves the right to refuse entry at future Events.

VENDING

No vending of any kind is allowed at the event. This means, do not make t-shirts, hats, posters, jewelry or anything else to sell at the event. Unauthorized Event merchandise will be confiscated. This policy will be strictly enforced.

PETS AND THERAPY ANIMALS

The Event does not allow any kind of pets or emotional support animals.

RESPONSIBILITY AND LIMITATION OF LIABILITY

Under these terms and conditions, liability by Guests for damage to or theft of luggage, personal property, delay, circumstances at the resort or elsewhere is limited. In addition, your right to recover in a legal proceeding will be based upon the applicable law and forum stated in these Terms & Conditions. You will find at each resort, independent concessionaires. The Company accepts no responsibility whatsoever for the actions of these independent concessionaires and acts only as a third-party referring their services to you without further liability.

It is understood and acknowledged that the Company is an outside, independent entity and does not own, retain, or have any control over Resort. In consideration of participating and attending the Event, you voluntarily assume all risks while at the Event and at Resort and release the Company of and from any and all liability, actions, causes of action, suits, injury or death, loss or damage of property, claims, attorney's fees and demands whatsoever that may be sustained by you at the Event. This release shall be binding upon you, and your heirs, next of kin, executors and personal representatives.

The Company cannot be held responsible for changes at the Resort that vary from what is noted on the Event website, and/or in the reservation system at the time of purchase or anytime leading up to the Event or during the Event. The Resort is operated under the direction of its Management and affiliates and may change their offerings at their own discretion and retains the right to do so. Some regular resort offerings may vary during the event. The Company will do their best to please Guests of the Event but does not control the actions of the Resort and acts only as a third party hosting an Event on their property. Any issues arising between Guests and the Resort pertaining to resort matters, including but not limited to those issues related to food & beverage, rooms, check in, check out, amenities, hotel grounds, etc., shall be taken up with the resort directly, and while the Company may assist on your behalf if applicable, ultimately the Company cannot be held responsible for actions, incidents, policies, or procedures that are employed by the Resort.

Your decision to purchase a room/ticket and pay a deposit for Event constitutes your acknowledgment of and consent to all of the terms and conditions related to this purchase, including the limitations of liability described herein. All disputes and matters whatsoever related to or involving the Event shall be governed by and litigated in the County of Palm Beach, State of Florida.

EXCURSIONS

Excursions and tours are offered by third parties for your enjoyment at a moderate extra cost. Each excursion is operated by a local destination management company. These excursions are not under the control of the Company including but not limited to: hotel stays off resort property, car rentals, water sports, sightseeing excursions, dive programs, restaurants, transportation by air, rail, bus, or other means, and any other service provided by a third-party tour operator or destination management company. The Event shall not be liable for the services and facilities provided by independent or third-party contractors resulting in any loss, damage, injury, death, or illness nor cost of any delay or cancellation. Cloud 9 Holdco, LLC and its affiliates acts only as sales and marketing agents for the purpose of offering these optional third-party excursions. The Company expressly disclaims any responsibility for personal injury, property damage, loss, delay, inconvenience, or other matters due to negligence, wrongful acts, errors or omissions on the part of any third party, or any supplier of services of goods or of agents selected by you or your travel agent.

GROUND TRANSPORTATION

Ground transportation services are provided by Amstar Operaciones DMC MX, S. DE RL DE CV ("Amstar"), a third-party destination management company. The following are not under the control of Company: car rentals, transportation by air, rail, bus, or other means, and any other service provided by a third party. The Company shall not be liable for services and facilities provided by Amstar, it's employees or independent contractors, resulting in any loss, damage, injury, death, or illness nor cost of any delay or cancellation. The Company and its affiliates act only as sales and marketing agents for the purpose of offering optional ground transportation through a third-party DMC. The Company and their respective parents, members, partners, affiliates, divisions and subsidiaries expressly disclaims any responsibility for personal injury, property damage, loss, delay, inconvenience, or other matters due to negligence, wrongful acts, errors or omissions on the part of any third party, or any supplier of services of goods or of agents selected by you or your travel agent.

ACTIVITIES

Guest hereby assumes all of the risks of participating in any and all Activities associated with the Event, including by way of example and not limitation, any risks that may arise from negligence or carelessness on the part of the persons or entities being released, from dangerous or defective equipment or property owned, maintained, or controlled by them, or because of their possible liability without fault. A) Guests WAIVE, RELEASE, AND DISCHARGE from any and all liability, including but not limited to, liability arising from the negligence or fault of the entities or persons released, for death, disability, personal injury, property damage, property theft, or actions of any kind which may hereafter occur, including traveling to and from this Activity, THE FOLLOWING ENTITIES OR PERSONS: Cloud 9 Holdco, LLC, their respective directors, officers, employees, volunteers, representatives, vendors, contractors and the activity holders, sponsors, and volunteers; (B) INDEMNIFY, DEFEND, HOLD HARMLESS, AND PROMISE NOT TO SUE the entities or persons mentioned in this paragraph from any and all liabilities or claims made as a result of participation in this activity, whether caused by the negligence of release or otherwise

ADDITIONAL TERMS AND CONDITIONS, INCLUDING LIMITATION OF LIABILITY

The Event reserves the right, at any time, to modify, change, postpone or abandon all or any part of the resort program in its sole and exclusive discretion. In this case, the Company will NOT be responsible for any loss or expense caused by reason of such changes, modifications or abandonment. Company shall not refund any of your purchase price or any other charges by Guests who decide not to stay through the duration of the event or who are forced to check out early for any reason or cause whatsoever. Unforeseen illnesses, circumstances, and contingencies may arise causing a cancellation by a band or

other talent booked for the Event. Under these circumstances, the Company reserves the right in its sole and exclusive discretion to alter or cancel the band(s) contracted for and/or advertised for this Event. You expressly acknowledge that certain resort offerings may change or be cancelled and agree that Company shall not be held responsible for such occurrences made by the resort or the Event. Company reserves the right to change the itinerary, schedule, and/or lineup and change the venue or Resort and find a reasonable or suitable alternative in its sole discretion; and in such event(s) shall not be responsible and/or liable to you whatsoever including but not limited to, for any compensatory, nominal or consequential damages.

In the event that this Event is cancelled because of a circumstance or occurrence outside the control of Company, including but not limited to force majeure events (such as acts of nature, fire, earthquake, government imposed travel restrictions; terrorism etc.), which cancellation shall be made in Company's sole and exclusive discretion, Company shall not be liable for any damages, including but not limited to compensatory, nominal or consequential damages.

Resort information and descriptions seen on the Event website and on other third-party websites (including, without limitation, photographs, videos, editorials, amenities, and property descriptions) are provided by the Resort, suppliers and service providers. This information is provided to serve as a general guideline and while we can direct you to such information as a reference, the Company does not guarantee its accuracy.

Resort and other third parties may require you to present a credit card or cash deposit upon check-in to cover incidentals and additional expenses incurred during your stay. Such deposit is unrelated to any payment received by Company for the Event or other transaction. You acknowledge that some third parties offering certain services and/or activities may require you to sign their liability waiver prior to participating in the service and/or activity they offer. You understand that any violation of any such third party's rules and restrictions may result in cancellation of your reservation(s) for the Event, in your being denied access to the Event, in your forfeiting any monies paid for such reservation(s), and/or in our debiting your account for any costs we incur as a result of such violation.

All third parties are contractors and/or vendors and not agents or employees of the Company. The Company and their respective parents, members, partners, affiliates, divisions and subsidiaries is not liable for the acts, errors, omissions, representations, warranties, breaches or negligence of any such third parties or for any personal injuries, death, property damage or other damages or expenses related therein.

A reservation/ticket to the Event is a revocable license. Company shall have no liability for overbooking done by the hotel. The Company reserves the right, without refund of any portion of the price paid or other compensation to you, to refuse admission or to eject any person from the Event, and/or withdraw or refuse to begin services or provide goods to any person, who fails to comply with Company's zero tolerance policy or is otherwise disorderly or conducting themselves in a way that is in violation of the rules of an applicable third party (resort, hotel, DMC, tour operator, supplier, excursions company, ground transportation provider, etc.) and/or applicable local, state or federal law or ordinance, in whole or in part, or whose conduct is deemed by Company or the applicable third party as illegal, disorderly, vulgar, abusive, threatening, aggressive, or out of compliance with this policy or the applicable third party's terms, conditions, rules or policies, in whole or in part, or whose conduct is deemed by Company or the applicable third party as illegal, disorderly, vulgar, abusive, threatening, aggressive, or out of compliance with the applicable third party's terms, conditions, rules or policies.

HEALTH CONSIDERATIONS/PREGNANCY POLICY

Persons who have a physical or mental disability or a medical condition must report them to the Company IN WRITING AT THE TIME RESERVATION IS MADE or at the time the medical condition is discovered, whichever comes first. Failure to provide such information to the Company could lead to cancellation of your reservation with you incurring the appropriate cancellation penalty if sufficient time is NOT provided to make adequate determination of medical conditions or requirements. The Company reserves the right to revoke or refuse passage to anyone who may require treatment, care or attention beyond that which the resort can provide. Guests who require special dietary needs or who have other special needs must notify the Event in writing at the time of booking or at least 60 days prior to the Event.

YOUR REPRESENTATIONS AND WARRANTIES TO COMPANY

Without limiting anything set forth in this agreement, you hereby represent and warrant that (a) you will not violate any applicable laws, ordinances and/or regulations at or in connection with the Event and/or activities corresponding to your transactions with Company and/or via the ticketing website; (b) you are of sufficient legal age and authority to enter into any transaction with Company and/or via the ticketing Website, to attend the Event, and to create legal binding obligations for any liability you may incur as a result of entering into this agreement; (c) you are an authorized user of the credit or debit card used to enter into any transaction with Company and/or via the ticketing website; (d) you shall at all times be in compliance with any and all terms, conditions, policies and rules set forth by Company and/or any applicable third party; (e) you have obtained any and all passports, visas, health information and/or other permission necessary in connection with your transaction with Company and/or via the ticketing website; and (f) you will not attempt to charge back your purchase with your bank or credit card company. Any attempt by you to charge back any or part of the purchase price or other charges incurred in connection with the Event, shall allow Company to (a) cancel your reservation for the then-current or any future Events, or (b) refuse to accept any reservation for any upcoming Event(s).