Klook, Official Sponsor of 2026-27 BABYMONSTER WORLD TOUR [춤 (CHOOM)] IN TAIPEI
General Terms and Conditions

If there is any inconsistency or ambiguity between the Chinese version and the other language versions of these General Terms and Conditions, the Chinese version shall prevail.

Klook Experience Packages

- Klook has been appointed as the official sponsor platform of the concerts in Taipei, that are part of the 2026-27 BABYMONSTER WORLD TOUR [춤 (CHOOM)] IN TAIPEI ("**Concert**") and has been granted the rights to sell Klook product bundles ("**Klook Experience Package(s)**") on the Klook mobile app and Klook web (collectively "**Klook Platform**"). For the avoidance of doubt, the term Klook Experience Packages refers to Concert tickets bundled together with E-Sim and the complimentary products as approved by Tencent Music Entertainment Hong Kong Limited ("**Concert Organizer/Promoter**") from time to time.
- The Klook Experience Packages shall be sold exclusively on the Klook Platform and valid only for registered Klook users ("**Klook Registered User(s)**"), unless otherwise stated.
- The Klook Experience Packages shall refer to the **Bundles** with: One (1) Standard Concert ticket bundled with one (1) E-sim and the complimentary products [one (1) mobility or one (1) Klook Attractions Ticket].
- The sale of the Klook Experience Packages shall commence at 13 Oct, 2026 14:00pm (GMT +8) on the Klook Platform.
- You may purchase this activity through the Klook mobile app or website; if purchasing via app, please make sure that the app has been updated to the latest version (v7.50.1 or above) before purchase.
- Klook Experience Packages on Klook Platform are sold on a first-come, first-served basis while stocks last. Klook assumes no responsibility for purchase failures resulting from inventory issues.

- Your Klook Experience Package will be confirmed upon successful payment. Note that the Klook Experience Packages are not based on a chance-based lottery system. Upon booking confirmation, your concert tickets will be available for collection at the designated point starting from 20 November 2026 until the relevant concert date, subject to further adjustment that may be announced by the Concert Organizer / Promoter.

- Each Klook registered user is limited to a cumulative maximum of two (2) Klook Experience Packages per show during pre-sale. A platform handling fee of NT$150 applies per package.

- Klook Experience Package is refundable within 3 days from your booking confirmation date. You will be charged 5% of the Klook Experience Package price for cancellation fee. Please make sure you haven't used your ticket, e-sim, and redemption code. If any part of Klook Experience Package has been used or redeemed, your refund request will not be accepted.
- Klook Experience Package can only be refundable as a whole package. Partial refund of the concert ticket, the eSIM or the complimentary redemption coupon cannot be accepted. If you prefer to refund the Klook Experience Package your purchased, any and all items included in such Klook Experience Package will be cancelled and refunded on the condition that a cancellation fee of 5% applies.

Concert Tickets

- Klook does not have control over the ticket inventory allocation and does not guarantee ticket availability for the Concert which shall be at the Event Organizer/Artist Management/Ticketing Partner's discretion.

- Seat and zone selection is not available for tickets included in the Klook Experience Package. If you wish to be seated together, we recommend purchasing tickets in one booking to increase the likelihood of being assigned contiguous seats. However, final

seat allocations will be assigned on a random basis by the Ticketing Partner within the designated price tier, as per the official concert seating map. Do note that seat selection is not available.

- Order confirmations, Klook vouchers, confirmation emails or relevant communications of the Klook Experience Packages do not grant venue admission. Please collect your tickets at the designated collection point. If you prefer to collect your ticket on the event date, please collect at the designated collection point.

- Valid physical tickets will be required for admission. Each ticket is for one person only. **Failure to collect tickets at the designated collection point will result in the inability to enter the event.** Venue Management / Organizer reserves the right to decline admission if a valid physical ticket cannot be present and will not be liable for reissuing tickets, canceling orders, or offering refunds.

- Please keep your ticket redemption code and order information secure, and do not share them with any third parties. The organizer or Klook will not be liable for any compensation and has no obligation to reissue, cancel the order, or provide a refund if the customer discloses the order number and/or order information to others, resulting in an inability to collect the tickets.

- Please handle physical tickets with care. Organizer and Klook will not be liable to re-issue, exchange or replace any ticket which is lost, stolen, damaged or destroyed. Any altered, photocopied, duplicated or scanned tickets will be invalid.

- The specified timeline may be adjusted due to the organizer's arrangement. Klook will notify you by email if there is any significant change.

- Your ticket purchase on the Klook Platform for the Concert constitutes a personal, revocable license and the Concert ticket, at all times, remains the property of the Artist Management/Event Organizer/Ticketing Partner. You will be required to follow all the relevant terms and conditions of the concert ticket.

- Please note that Klook is not responsible for organizing or delivering the Concert, and would not be responsible for any decisions undertaken by the Artist

Management/Event Organizer in connection with the organization and conduct of the Concert. Accordingly, the purchase of any tickets would be subject to such terms and conditions that the Artist Management/Event Organizer/Ticketing Partner/venue may impose in respect of the Concert. By successfully completing the Klook Experience Packages purchase, you acknowledge and accept the Artist Management/Event Organizer/Ticketing Partner/venue's terms and conditions of the Concert and the Concert tickets. You are strongly advised to review the terms and conditions prior to purchase.

- Your ticket(s) are sold directly to you as a consumer. Any tickets purchased by businesses or traders in breach of the Artist Management/Ticketing Partner's terms and conditions of the Concert and/or tickets (including these General Terms and Conditions) may be canceled. By accepting these General Terms and Conditions you confirm that you are a consumer.

- By sole discretion of the Artist Management/Event Organizer/Ticketing Partner, your ticket(s) will **IMMEDIATELY BECOME INVALID** if resold or **OFFERED FOR SALE**. Selling or purchasing tickets via third parties and other unauthorized outlets, including but not limited to online auction sites, will not be valid for admission. No refund will be offered under such circumstances.

- Only tickets purchased through approved ticket agents i.e. Ticketing Partner and Klook are valid for admission. The venue reserves the right to refuse admission.

- Discount codes, promotional codes and KlookCash are strictly not applicable for this Klook Experience Package. Klook Experience Package is also not eligible for Klook's Rewards program. For the avoidance of doubt, you will not be able to earn KlookCash by purchasing this Klook Experience Package.

- Ticket holders assume all risk of injury and all responsibility for property loss, destruction or theft and release Klook, the Organizer, performers, sponsors, ticket outlets, venues, and their employees from any liability thereafter.

- The actual seat layout is subject to changes without notice depending on the sales status of each seat type. Seat layout for each seat type will not be downgraded to a

lower-priced area; however, please note that the seat layout may be subject to changes prior to the Concert. No refunds or seat amendments will be allowed due to seat layout modifications. Please be aware of this before completing your purchase.

- The ticket categories, seating arrangements, and viewing experience of each ticket are determined by Artist Management/Event Organizer/Ticketing Partner. Due to the design of certain segments of the performance and the stage, lighting, and sound arrangements, performers may not remain in fixed positions, which may result in limited or partially obstructed views in some areas or at certain points during the Concert. By successfully completing the ticket purchase, you acknowledge and accept the potential risk of "restricted or partially obstructed views". Klook shall not be responsible for the quality of views or seating, and refunds, exchanges or compensation will not be provided for these reasons.

Klook eSIM and complimentary products

- As part of the Klook Experience Package for the Concert, Klook will be bundling Klook eSIM and complimentary products as follows:
    - **eSIM:**
        - Asia 5G 7-day eSIM in designated coverage areas (Data in total 3GB)
    - **Attraction (complimentary):**
        - Lanyang Animal and Plant Kingdom
        - i-Ride Taipei Flying Cinema Experience
        - Wonder New Land
    - **Mobility (complimentary):**
        - Taichung MRT

- The complimentary Klook Attraction / Mobility Tickets will be issued in the form of a redemption code credited to your Klook account within 5 days upon booking confirmation. There will not be any email notification sent to you, please find the code via the "[Account - Promo Code]" under your Klook account.
- **Redemption codes must be applied to a subsequent booking to redeem the final attraction / mobility tickets.** Please find the details below for the redemption links. Redemption codes cannot be used directly for accessing Lanyang Animal and Plant Kingdom, i-Ride Taipei Flying Cinema Experience, Wonder New Land, and Taichung MRT.
- Redemption Codes will be valid **till 23:59 November 22, 2026 (GMT+8)**, unless Klook specifies. The complimentary redemption codes are only applicable to the packages via the specific link on Klook, not including third-party platforms.
- Included attractions are subject to daily capacity limits. Klook is not liable to offer refunds, reissuance, or alternative compensations for any issues arising from the inability to book your preferred date. Klook strongly recommends booking your preferred date as early as possible after attraction tickets open for booking.

- eSIM
  - The eSIM will be delivered directly to the 'My Bookings' page in your Klook account within **5 business days**. You can activate the eSIM by clicking the "Add eSIM to device" button on your booking.
  - The Klook 5G eSIM can be used within designated coverage areas in Asia for 7 days, up to a limit of 3GB in total. Designated coverage areas are Cambodia,

Hong Kong, Indonesia, Japan, Philippines, Macao, Mainland China, Malaysia, Singapore, South Korea, Taiwan, Thailand, and Vietnam.

- The eSIM is valid for 180 days from the issuance date.
- Each eSIM voucher is valid for a single activation only. Please confirm that your mobile device is compatible prior to activation. As eSIMs can only be installed on compatible and carrier-unlocked devices, you may share the activation QR code with another person prior to activating the eSIM. You may check how to share the eSIM with a QR code here.
- Klook and the Event Organizer shall not be held liable, nor issue refunds or exchanges, for any activation failures resulting from device incompatibility. You may check your device compatibility here.

- Please find the detailed attractions / mobility redemption pages via Klook Experience Package ticketing page. You may also click and reach the redemption page through checking the redemption under 'Account - Promo code'.
- Please note that Klook is not responsible for the complimentary related attraction / mobility experience or any decisions made by the complimentary related attractions's / mobility's owner or management. By choosing and booking the Klook Experience Package that includes the complimentary products on the Klook Platform, you accept and agree to the complimentary product's own terms and conditions, including its cancellation and no-show policies. The relevant cancellation and no-show policy of the complimentary products are available on the Klook Platform at the corresponding redemption page. Product redemption as part of the Klook Experience Package shall not be eligible for cancellation, refund or change.
- The actual amount and conduct of the Klook Attraction / Mobility Tickets may differ for each country at Klook's sole discretion.

- Complimentary products of the Klook Experience Package are non-refundable and cannot be transferred or sold to third parties.
- Complimentary products of the Klook Experience Package are only applicable when checking out on Klook Platform.
- Complimentary products of the Klook Experience Package are not applicable on any White label pages or any third party pages.
- Complimentary products of the Klook Experience Package are valid for one-time redemption per user account only. If the product that you have redeemed with the complimentary redemption code is cancelled by Klook, refund amount will not be offered. However, the complimentary redemption code will be returned to your account. Discount will be applied on the final price and displayed on the payment page if the complimentary redemption codes are successfully applied. No discount and refunds will be given if any of the Klook Attraction / Mobility Tickets fail to apply the redemption code upon payment page.
- Prices listed may be subject to service charge and prevailing government taxes where applicable.
- The eSIM and complimentary redemption code of Klook Experience Package cannot be exchanged for cash or used in conjunction with other promotional programs, offers, discount cards, vouchers or VIP privileges, unless otherwise stated.
- Klook reserves the right to require payment of fees or charges for any services offered by Klook.
- You shall pay all applicable fees or charges, as described on Klook Platform in connection with such services selected by you.
- Klook reserves the right to change its price list for fees or charges at any time, upon notice to you, which may be sent to you by email or posted on Klook Platform.
- Your use (or continued use) of the services offered by Klook following such notification constitutes your acceptance of any new or revised fees or charges.

- Klook supports payment in different currencies and rates can be converted into different currencies for your convenience.
- Activity rates indicated in a certain currency are at a rate determined by Klook, estimated using market spot rates. Payment currency will be clearly indicated at time of payment. Depending on your payment method and bank, you may incur foreign transaction fees when making purchases in different currencies. Please contact your bank for more information.
- Klook reserves the right to suspend, cancel or modify any part (including but not limited to any amendment of these General Terms and Conditions) of the Klook Attraction / Mobility Tickets redeemed by the complimentary redemption code of the Klook Experience Package at any time without prior notice. All decisions by Klook in conjunction with the relevant Klook Attraction / Mobility Tickets, including but not limited to the offers, deals, terms of redemption and conduct, are final and binding.
- The Klook Attraction / Mobility Tickets redeemed by the redemption code of Klook Experience Package may be subject to additional terms and conditions as specified by Klook in its sole discretion from time to time.

<u>Physical Ticket Collection at the designated collection point</u>

Collection Period & Details:

- Physical ticket collection will be available starting from November 20, 2026 until the relevant concert date, subject to further adjustment that may be announced by the Event Organizer / Artist Management.
- Details including dates, schedule and address will be sent by Klook latest by early-November to the email address you fill in for your confirmed booking. Kindly check your email (including junk mail box) accordingly. Please contact the Klook customer service team if you do not receive any communication by November 10, 2026.

- If you fail to collect your ticket within the collection period as mentioned in the communication email, you will not be able to collect the ticket at the concert venue or admitted to the concert. No refund or reissuance of tickets will be provided.
- To collect physical tickets, customers must present the relevant booking details within your Klook account (mobile APP or website). Printed copy or screenshot of booking details is not acceptable..
- Please keep your order number and order information secure, and do not share them with any third parties. The organizer or Klook will not be liable for any compensation and has no obligation to reissue, cancel the order, or provide a refund if the customer discloses the order number and/or order information to others, resulting in an inability to collect the tickets.
- Order confirmations, booking details / vouchers, emails, or other related communications of the Klook Experience Package cannot be used as admission tickets.

On-Site Ticket Collection Disclaimer:

- **No ticket pickup service will be available at the event venue's ticketing counter**. All customers holding booking confirmation must collect their physical tickets at the designated collection point prior to entering the venue on the event day. Failure to collect tickets at the designated point during the collection period will **result in the inability to enter the event**. The organizer and Klook will not be liable for reissuing tickets, canceling orders, or offering refunds.

Collection Period Disclaimer:

- The specified timeline may be adjusted due to the organizer's arrangement. Klook will notify you by email if there is any significant change.

Venue Policies

- Please refer to the conditions of entry by the venue provider.

Payment

- Credit card methods, including Apple Pay and/or Google Pay are generally available on the Klook Platform, unless such payment methods are not available in your region.
- Payment methods may change if any of the partners has scheduled maintenance/downtime during the sale period.
- Any payment methods not visible during check-out can be assumed to be unavailable for the Concert.
- Each Klook Experience Package will be priced in TWD. Please note that if you choose to pay in another currency, Klook's exchange rates are dynamically adjusted. Hence, the final amount in your selected currency may vary slightly from time to time.

Transaction Receipts and Government Uniform Invoice (GUI) Issuance:

- Exemption of GUI for Concert Tickets: Pursuant to the <Regulations Governing the Use of Uniform Invoices >in Taiwan, concert tickets are categorized as entertainment tickets and are exempt from the issuance of GUI. As one of an authorized ticketing platform appointed by the event organizer for processing collections and payments, Klook will not separately issue GUI for the amount related to concert ticket in accordance with the collection and payment provisions of the same regulations (the concert ticket itself includes a proof-of-purchase receipt, which serves as the transaction certificate).
- GUI for Non- Concert Tickets Items and Platform Fees: Klook will issue GUI in accordance with the law for non-concert tickets included in the packages and the platform handling fees charged for this transaction, provided that the order is paid in New Taiwan Dollars (TWD) at checkout.
- Invoice Delivery and Timeline: GUI will be issued 5 business days after the completion of the transaction and automatically sent to the email address provided at the time of

booking. If you require a Tax ID (business registration number) for your company, please ensure that you accurately fill in the relevant fields during checkout. Once issued, invoices cannot be reissued, nor can the company title or Tax ID be modified.

Interaction with Third Parties

- As part of your transaction, the Klook Platform may contain links to third party websites or services ("**Third Party Website(s)**") that are not owned or controlled by Klook, or the services may be accessible by logging in through a Third Party Website. Links to Third Party Websites do not constitute an endorsement or recommendation by Klook of such Third Party Websites or the information, products, advertising or other materials available on those Third Party Websites.
- When you access Third Party Websites, you do so at your own risk. You hereby represent and warrant that you have read and agree to be bound by all applicable policies of any Third Party Websites relating to your use of the services and that you will act in accordance with those policies, in addition to your obligations under these General Terms and Conditions.
- Klook has no control over, and assumes no responsibility for, the content, accuracy, privacy policies, or practices of or opinions expressed in any Third Party Websites. In addition, Klook will not and cannot monitor, verify, censor or edit the content of any Third Party Website. By using the Services, you expressly relieve and hold Klook harmless from any and all liability arising from your use of any Third Party Website to the maximum extent permitted under applicable law.
- Your interactions with organizations and/or individuals found on or through the services including but not limited to the Third Party Website operators, including payment and delivery of goods or services, and any other terms, conditions, warranties or representations associated with such dealings, are solely between you and such organizations and/or individuals.

- You should conduct whatever investigation you feel is necessary or appropriate before proceeding with any online or offline transaction with any of these third parties.

Other Terms and Conditions

- The sale of the Klook Experience Packages shall not be valid with other offers, discounts, promotions, e-vouchers, e-coupons, privileges, credits or purchase of gift certificates, unless otherwise stated.

- The Concert is organized by the Artist Management/Organizer while the tickets are issued and distributed by the Ticketing Partner. To the maximum extent permitted by applicable law, Klook shall not be liable for any matters arising out of or in connection with the Concert, the issuance and distribution of tickets, or any information provided by Artist Management or Ticketing Partner.

- To the maximum extent permitted by applicable law, Klook provides the Klook Platform, including all content, software, functions, materials and information made available on or accessed through the Klook Platform, on an "as is" and “as available” basis solely for your information and personal use without any representation or endorsement.

- To the maximum extent permitted by applicable law, Klook makes no representations or warranties about the suitability, reliability, timeliness, nor accuracy, for any purpose, of the Klook Platform.

- To the maximum extent permitted by applicable law, Klook does not guarantee that the Klook Platform will be error-free, timely, secure, uninterrupted or that the Klook Platform or the server which makes it available or products or services offered on the Klook Platform whether by us or on our behalf are free of viruses or bugs or are fully functional, accurate, or reliable. Klook will not be responsible or liable to you for any loss of content or material as a result of uploading to or downloading from the Klook Platform.

- To the maximum extent permitted by applicable law, Klook disclaims all warranties, representations, and conditions of any kind, whether express or implied, including but not limited to, the implied warranties of merchantability and fitness for any purposes.
- Klook shall not be held responsible for any circumstances resulting from any Force Majeure Event (as defined below). All decisions regarding the organisation and conduct of the Concert, including in the event of a Force Majeure Event, shall be at the sole discretion of the Artist Management/Event Organizer and all such decisions shall be final.
- For the purpose of the aforementioned clause, the expression "Force Majeure Event" shall mean the occurrence of an event which makes the Concert impossible, impracticable or unsafe, including: illness, injury, disability or death of the artist or a member of the artist's immediate family, terror or death threats to the artist, accident, fire, riot or civil commotion, lockout, strike or other labour dispute, disease, epidemic or pandemic, an act of terrorism or imminent threat thereof, national state of emergency, substantial interruption in, or substantial delay or failure of technical facilities, failure or substantial delay of necessary transportation services, war (whether declared or undeclared), hostilities, military operations or imminent threat of armed conflict, regional instability or geopolitical tensions, emergencies, severe or hazardous weather, acts of God, any government travel advisories, warnings or restrictions, quarantine measures, an act or regulation of a public authority, or any other causes beyond the reasonable control of the Artist Management/Event Organizer/Klook.
- If you engage in any activity which Klook deems improper in its sole discretion, such as fraudulent or malicious bookings or taking advantage of software or system vulnerabilities during the sales period, Klook reserves the right to cancel your transaction without any liability to you.
- Klook reserves the sole right to amend and/or alter these General Terms & Conditions at any time, with reasonable prior notice of any material changes.

- In the event that any provision of these General Terms & Conditions is considered illegal or unenforceable under applicable laws, this shall not affect the validity of the remaining provisions.
- These General Terms and Conditions shall be governed by and construed in accordance with the laws of Taiwan.

By proceeding with the transaction on Klook, you are deemed to have agreed to the full General Terms and Conditions (including the terms and conditions of Event Organizer/Ticketing Partner/venue), Klook's Terms of Use and Klook's Privacy Policy. In the event of any inconsistency between these General Terms and Conditions and the terms and conditions of the Event Organizer/Ticketing Partner/venue, these General Terms and Conditions shall prevail.