

UP AT THAMRIN NINE

TICKET TERMS AND CONDITIONS

Welcome to UP AT THAMRIN NINE!

Please read and fully understand the terms and conditions below before you purchase, enter, and enjoy your moments at UP at Thamrin Nine.

A. DEFINITION

1. **"Consent Form"** shall mean the form made and required to be signed by Visitors who meet the terms and conditions for entering UPswing and Upside.
2. **"Law"** shall mean any prevailing regulation and/or law stipulated under the law of the Republic of Indonesia.
3. **"Service"** shall mean the service to the Visitors that support the Attraction.
4. **"Merchandise"** shall mean official merchandise of UP at Thamrin Nine that is ready to sell to the Visitors.
5. **"Partner"** shall mean any third party which officially collaborating with UP at Thamrin Nine and/or its affiliates to manage and operate the Attraction.
6. **"Visitors"** shall mean individual(s), or group(s) who visit UP at Thamrin Nine, and enjoy Jakarta from a new perspective, 385 meter in the sky and from the 109th floor of Autograph Tower.
7. **"Ticket"** or **"E-Ticket"** or **"E-Voucher"** shall mean the ticket purchased by the Visitors who intend to visit and enjoy UP at Thamrin Nine.
8. **"UP at Thamrin Nine"** or **"Attraction"** shall mean the activities and/or attraction on the top of the tallest building in Indonesia and the entire Southern Hemisphere, the Autograph Tower, Thamrin Nine Complex, Central Jakarta, Indonesia.
9. **"UPswing"** shall mean the activity in which the Visitor rides a sky swing on 106th floor.
10. **"Upside"** shall mean the activity in which the Visitor walks around the perimeter of the building on 106th floor.

B. TICKET POLICY

Admission

1. Adults started at 13 years old.
2. Children started from 3 years old to 12 years old.
3. Children under 3 years old are not subject to any Ticket charges.
4. Children must be always accompanied by an adult during their visit to the UP at Thamrin.

Ticket Price

1. All Ticket transactions use Indonesian Rupiah currency with a cashless payment method.
2. The Ticket price you paid includes the base rate and applicable prevailing tax.
3. We have the right to reserves to alter published Ticket price at any time without prior notice.
4. All Ticket sales are final, non-refundable, exchangeable only due to weather conditions, and cannot be sold for cash for any reason, except at our sole discretion and determinations.
5. Each Ticket is valid for 1 (one) person only and cannot be shared.

6. Please note that a resale Ticket is strictly illegal. UP at Thamrin Nine is not responsible for selling or purchasing Ticket(s) through unauthorized sellers. We do not guarantee its authenticity, and we advise you to purchase it through our official website or our official Partner.

Payment Processing

1. The Visitor can make order/purchase of E-Ticket or E-Voucher through our official website or our official Partner. Under no circumstances shall the Partner be held responsible for order/purchase of E-Ticket or E- Voucher made through other websites that are not the official site of the Partner.
2. In order to make an order/purchase of E-Ticket or E-Voucher, the Visitor must fill in personal information that matches the details on their identification card (National Identity Card/Driver's License/Passport) that is official and valid. We reserve the right to cancel the order/purchase of an E-Ticket or E-Voucher at any time if it is found that the Visitor is using incorrect information or a fake identification card or one that has expired.
3. The reservation of E-Ticket or E-Voucher is successful after the Visitor receives email confirmation of the payment settlement along with E-Ticket or E-Voucher to enter UP at Thamrin Nine.
4. The Visitor can settle payments using credit cards, inter-account and inter-bank transfer, or virtual accounts at the banks listed on the Site, as well as other payment methods. To protect the Visitor's credit card information, the Partner uses encryption technology; however, the Partner does not guarantee the effectiveness of the encryption technology, and the Visitor agrees that the Partner is not responsible for any issues that arise from unauthorized access to the information provided by the Visitor.
5. For the payment settlement of the order/purchase of E-Ticket or E-Voucher via inter-account transfer or virtual account, the Visitors must complete the payment no later than 3 (three) hours from the time the order/purchase of the E-Ticket or E-Voucher is made. The Partner reserves the right to cancel the order/purchase of the E-Ticket or E-Voucher made by the Visitor if the Partner has not received a successful payment settlement confirmation in the Partner's system within the specified timeframe.
6. E-Ticket or E-Voucher that have been ordered/purchased and paid for by the Visitor cannot be canceled, refunded, exchanged for cash, resold, or transferred in any way to others for any reason. The Visitor hereby agrees to compensate for any losses incurred by the Partner and to indemnify and hold the Partner harmless from any claims made by any party arising from the resale or transfer of the E-Ticket or E-Voucher by the Visitor to others.

Duration

Ticket only valid on the day and the time indicated on the Ticket.

Outfit

1. The Visitor advised to wear proper attire during your visit to UP at Thamrin Nine.
2. Please wear comfortable, non-marking shoes. Stiletto heels, work boots, cleat, and certain other types of footwear that can damage flooring are not permitted.

C. INTELLECTUAL PROPERTY

1. UP at Thamrin Nine is a registered trademark under the Law, and is solely used for the observatory deck at the Autograph Tower, Thamrin Nine Complex, Central Jakarta, Indonesia
2. Other Attractions inside UP at Thamrin Nine have been registered with Intellectual Property under the prevailing Law
3. The use of the brand without our permission is prohibited and against the Law. We might take legal action against it
4. All text, images, graphics, logos, designs, and information belonging to UP at Thamrin Nine may not be used for personal or commercial purposes. If you wish to feature our content for publication purposes, please contact us via our correspondence.
5. Any photographs and/or videos of the Visitors in UP at Thamrin Nine area might be used for marketing purposes by UP at Thamrin Nine. You therefore agree that such photographs and/or videos are in perpetuity in any promotional, advertising, or publicity material in any format by UP at Thamrin Nine. You further agree that copyright in these materials rests with UP at Thamrin Nine.

D. LIABILITY AND WAIVER

1. UP at Thamrin Nine is fully under surveillance. Thus, Visitor please always be mindful of your safety and belongings. We shall not be liable for any damage or loss that you might suffer during your visit.
2. Visitors understand and acknowledge waiving UP at Thamrin Nine from any and all claims, demands, actions, causes of actions, lawsuits, damages, physical injury, proceedings, losses, and liabilities of every kind and nature including without limitations.
3. The waiver and release of liability in this Terms and Conditions extends to any liability arising out of UP at Thamrin Nine, including but not limited to the Attraction.

E. PROHIBITED ITEMS AND ACTIVITIES

1. For security reasons, we have the right to conduct the checking and/or inspection upon Visitor entering the Attraction.
2. Visitor is strictly prohibited to:
 - a. Consume drugs and/or carry any kind of dangerous, flammable, weapon, knife, pepper spray and/or illegal goods into UP at Thamrin Nine. Should our security personnel find it then we reserve the right to retrieve, dispose of and/or destroy it.
 - b. Bring all items deemed dangerous at the sole discretion of UP at Thamrin Nine.
 - c. Smoke except in the designated area.
 - d. Bring and consume outside food and beverages, including any kind of water bottle and meal box.
 - e. Bring any transportation devices, i.e. bicycles, scooters, roller skates, shoes with wheels, any type of strollers and infant carriages, segway-type ride devices must be stored in the designated area.
 - f. Bring any belongings with wheels, i.e. suitcases, duffle bags, and big packages.

- g. Bring professional AV equipment i.e. selfie sticks, tripods, or monopods longer than 12" fully extended, large commercial video, and commercial photo equipment, recording devices, megaphones, amplified speaker devices, and drones of any size.
 - h. Bring laser pointers, construction tools, and any devices that can cause visual or audio distractions to overall experiences.
 - i. And carrying other items that, according to UP at Thamrin Nine officers, may pose a threat to visitors and UP at Thamrin Nine officers.
- 3. Visitor is prohibited from invading privacy or being offensive to another Visitor and/or officer of UP at Thamrin Nine. We reserve our rights, based on request, to access the photographs taken and video footage captured by the Visitor and request that certain photographs and/or footage be deleted.
- 4. Unless the terms and conditions in the Consent Form are fulfilled, UPswing and UPSide are not recommended for the following Visitor:
 - a. who personally know or have chronic health conditions or disorders that may cause risk of injury to themselves and/or others.
 - b. who has recently undergone surgery.
 - c. who are pregnant.

F. EMERGENCY MEDICAL CARE

- 1. In the event of emergency medical care, the Visitor allowed UP at Thamrin Nine to provide and arrange emergency medical care, treatment, and transportation.
- 2. Visitor also allowed UP at Thamrin Nine to select the health care professional, to examine, diagnose, treat, or secure treatment under the circumstances.
- 3. Visitor will be responsible for any and all charges for medical services provided or on your behalf and for carrying out your own health insurance.

G. GOVERNING LAW AND DISPUTE SETTLEMENT

- 1. These Terms and Conditions shall be governed under the Law.
- 2. Any dispute that might arise between the Visitors and UP at Thamrin Nine shall be settled amicably or through the registrar's office of Central Jakarta District Court.

H. WARRANTIES

We declare and warrant:

- 1. All building permits, business licenses, and Attractions have been authorized and obtained under prevailing Law.
- 2. All submitted data through our website, affiliate, or third party shall keep the information private and secure. We try to protect all personal data and safety to use and/or share it.

I. MISCELLANEOUS

- 1. We may revise or otherwise change and/or update these Terms and Conditions from time to time that may affect you without prior notice and will become immediately effective when published on our website.

2. We have reserved our right to make improvements and/or changes to any Merchandise or services advertised or offered for sale in connection with the Attraction without prior notice.

Please acknowledge that you have read, understood, and agree to be bound to these Terms and Conditions.