

Terms and Conditions – Modern Customer Experience 2019

Per Oracle rules and regulations, every attendee must register for the conference him/herself using his/her own Oracle.com single sign-on (SSO) login. If an attendee does not have an Oracle.com account already created, he/she must create one.

Attendees must use their own badge while onsite at the event. Badges are nontransferable and **may not** be shared onsite. Any person found to be in violation of this policy will have their badge confiscated by event personnel and will be asked to leave the conference.

Government Rate Eligibility

The government rate is open to bona fide employees of a national/federal, state, provincial, or local government entity, including public higher education institutions.

US and Canadian attendees registering under the government rate will be required to show their employer-issued government ID or other proof of government employment during check-in at Mandalay Bay Hotel. Attendees outside the US and Canada registering under the government rate will be required to fax or email proof of government employee status (copy of government photo ID or a letter on official government letterhead stating that they are an employee of that organization) to the Oracle Modern Customer Experience registration team to receive the discounted rate. Oracle may, at its sole discretion, charge the standard Oracle Modern Customer Experience conference rate to anyone not satisfying these requirements.

Substitutions

Substitutions must be requested by sending an email to the Oracle Modern Customer Experience registration team at ModernCX@gpj.com with the names of both the original and substitute registrants.

All requests for substitutions must be received no later than 5:00 p.m. PT on March 18, 2019, pending Oracle Event Staff approval. Substitution requests received after this time will incur a US\$100 processing fee.

Cancellations

All cancellations must be received via an email sent to the Oracle Modern Customer Experience registration team at ModernCX@gpj.com. Cancellation of travel and hotel reservations is the exclusive responsibility of the registrant.

Note: Refund policy does not apply to packages where no registration fee has been paid. Refunds will not be given to attendees who do not pick up their badge credentials onsite.

Other expenses, such as travel and hotel reservations, are not subject to a refund.

- Full refund: Cancellations must be received by **January 25, 2019, 5:00 p.m. PT.**
- 50% refund: Cancellations must be received between **January 25, 5:01 p.m. PT and February 15, 2019, 5:00 p.m. PT**
- No refunds will be given for cancellations received after **February 15, 2019, 5:00 p.m. PT.**
- No refunds are allowed for any group passes purchased.
- No refunds are given if a visa application is denied after the deadlines outlined above.
- Any requests for refunds following the actual event must be submitted by email no later than **June 7, 2019, 5:00 p.m. PT.**

Oracle reserves the right to refuse registration or admission to anyone for any reason. If Oracle cancels your registration, Oracle will provide a full refund if applicable.

Use of my Photo/Likeness Terms

I grant Oracle Corporation and its affiliates ("Oracle") and its agents the right to make photographs or videos of me during Oracle Modern Customer Experience 2019.

I grant Oracle and its agents, assignees, and transferees the worldwide right to use, copy, distribute, exhibit, broadcast, transmit, perform, publish, and display the photos/videos of me, with or without my name, in any media including in print and electronically. Oracle may use the photos/videos for any lawful purpose, including but not limited to publicity, marketing, and advertising.

Oracle is under no obligation to compensate me. I agree that Oracle is the exclusive copyright owner in the photographs/videos.

The use of any device to capture images, sound, live stream, upload, or rebroadcast speakers or presentations is strictly prohibited at all official Oracle NetSuite SuiteWorld meetings, sessions, and events without express written consent from Oracle.

Future Product Disclaimer

The presentations and associated materials offered during the conference may include statements about Oracle's product development plans. Many factors can materially affect Oracle's product development plans and the nature and timing of future product releases. Accordingly, this information is provided to you solely for information only, and is not a commitment to deliver any material, code, or functionality and should not be relied upon in making purchasing decisions. The development, release, and timing of any features described remains at the sole discretion of Oracle.

Forward Looking Disclaimer

The discussions, presentations, and associated materials offered during the conference may include predictions, plans, estimates, or other information that might be considered forward-looking. While these forward-looking statements represent our current judgment on what the future holds, they are subject to risks and uncertainties and many factors can materially affect Oracle's product development plans and the nature and timing of future product releases, including those factors discussed under the heading "Risk Factors" in Oracle's most recent reports on Form 10-K and Form 10-Q filed with the U.S. Securities and Exchange Commission. Accordingly, this information is provided to you solely for information only, and is not a commitment to deliver any material, code, or functionality and should not be relied upon in making purchasing decisions. The development, release, and timing of any features described remains at the sole discretion of Oracle. You are cautioned not to place undue reliance on these forward-looking statements, which reflect our opinions only as of the date they are made. Please keep in mind that we are not obligating ourselves to revise or publicly release the results of any revision to these forward-looking statements in light of new information or future events.

ADA (Americans with Disabilities Act) Information

Need special assistance onsite? During the registration process, please let us know if you need assistance and we will put you in touch with a third party vendor to assist with your needs onsite. If you have any questions, please contact the Oracle Modern Customer Experience help desk (contact information below).

Please note: The Americans with Disabilities Act (ADA) became law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life,

including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. To arrange these services, your information will be provided to third parties.

Group Pass Purchase Program

The Group Pass Purchase program will allow you to prepay for multiple registrations at once. Discounts are applied when five (5) or more passes are purchased, resulting in savings of up to 25% of the price of each registration. There are no discounts offered for four (4) or fewer passes. This offer is only valid when paying by credit card, is nonrefundable, and cannot be combined with any other offers or discounts. View the full terms and conditions for the Group Pass Purchase program here:

- The group discount is available only if you purchase five or more passes per order
- Discounts are not cumulative across multiple orders; discounts are based on the quantity being purchased for each individual order.
- Add-On package(s) can be purchased and added to your record by contacting ModernCX@gpj.com. Group pass codes are not valid for any Add-On package(s).
- These group pass purchases cannot be combined with any other offers/discounts.
- If you plan to be a speaker, please do not purchase or use a Group Pass discount code to register; you will receive a complimentary pass if you are approved as a speaker.
- Payment may only be made by credit card.
- NO refunds are allowed for any group passes purchased.
- The number of passes per order cannot be increased or decreased once the purchase is complete.

Entry to the US

This information pertains to Oracle employees only. Provided registration is completed and all necessary information is provided, Oracle will issue a letter for your use in the visa stamp process. You are responsible for complying with all applicable US immigration laws and for visiting the US consulate or US embassy website to understand the rules and process for applying for a US visa stamp. See additional details available during the registration process.

If you are not an Oracle employee, a statement confirming registration and your planned attendance is available upon completion of the registration process and after providing all required information. You are responsible for complying with all applicable US immigration laws and should consult with your own employer or other resources regarding questions about US visas and requirements. For information on US embassies and US consulates, go to usembassy.gov.

Onsite Special Meal Requests

Oracle makes an effort to provide meals that accommodate attendees with a variety of dietary requirements (vegetarian, vegan, gluten/dairy free). We will make an effort to accommodate additional special requests, although we can't guarantee the ability to fulfill every request. Special meals are available on a first-come, first-served basis and quantities are limited, so your meal choice may not be available at some lunch locations. When you arrive at the lunch area, make your request known to a server and they will review with you the available meal options.

Onsite Reprints for Lost Badges

If you lose your badge onsite, it can be reprinted for a processing fee of US\$75. Just go to the Changes and Cashier counter at Mandalay Bay and provide a valid photo ID.

Registration Deadlines

The cutoff for all registration deadlines is 11:59 p.m. PT.

Onsite Security

As a security measure, Oracle will be randomly checking bags onsite for Oracle Modern Customer Experience at Mandalay Bay.

Wire Transfer Fees and International Taxes

Wire transfer fees are the responsibility of the attendee and should not be deducted from the registration fees.

Oracle Modern Customer Experience registration packages are not subject to US city, state, or federal taxes. If an attendee's country of residence has additional taxes, those are the sole responsibility of the attendee and cannot be deducted from the registration fees.

Questions?

If you have any further questions, please contact the Oracle Modern Customer Experience registration help desk Monday through Friday, 6:00 a.m. to 6:00 p.m. PT at 1.866.254.8740 (US and Canada), +1.650.416.8794 (International), or email at ModernCX@gpj.com.